LOS ALAMOS COUNTY
PROCUREMENT DIVISION
101 Camino Entrada, Building 3, Los Alamos, New Mexico 87544
(505) 709-5503
Advertised: March 28, 2024
Closing Date: April 23, 2024

Request for Information ("RFI") **RFI Number: 24-67** **RFI Name: Artificial Intelligence ("AI") Analytics Software**

GENERAL INFORMATION

1. This solicitation is a Request for Information ("RFI"). The County may utilize the responses received from this RFI to develop specifications and/or scope of services for a future procurement. As part of this RFI, the County also wishes to gauge interest in a future procurement. **No award will be made as a result of this RFI.**

2. The following terms may be used interchangeably throughout:
    a. "Respondent," "You/Your,"
    b. "System," "Software," "Solution"

3. **ELECTRONIC SUBMISSION:** Emails should be addressed to: lacbid@lacnm.us. Subject line **must** contain the following information: **RESPONSE – RFI24-67 AI Analytics Software.**

    It is <u>strongly recommended</u> that a second, follow up email (without the submission included or attached) be sent to Jaime Kephart, Senior Buyer, at jaime.kephart@lacnm.us to confirm the submission was received.

    The body of the email <u>must </u>contain enough information for the identity of the Responder to be clear, including company name, name of person sending the email, and contact information including email address and phone number.

    Only emails with submissions received in the lacbid@lacnm.us email box prior to **2:00 p.m. Mountain Time, March 28, 2024** will be reviewed.

    Submissions submitted by email will be opened only after the closing date and time stated in the solicitation document.

4. The Incorporated County of Los Alamos ("County") invites submissions from all qualified Responders. No submission may be withdrawn after the scheduled closing time. Submissions will not be accepted after the scheduled closing time. **Please make note of the submittal requirements outlined in this solicitation.** Read and follow the instructions carefully. **Include the required documents provided in this RFI as part of your submittal packet.** Any misinterpretation or failure to comply with the submittal requirements could result in rejection of the submission. Submission preparation is at the Responder's expense.

5. Any change(s) to the solicitation will be conveyed through the written addenda process. Read carefully and follow all instructions provided on any addendum, as well as the instructions provided in the original solicitation.

6. Any questions must be received in writing at least five (5) days prior to the date fixed for when submissions are due.

7. County reserves the right, at its sole discretion, to accept or reject any responses; to waive any and all irregularities in any or all statements or responses; to request additional information from any or all respondents.

The County of Los Alamos is an Equal Opportunity Employer

8. Solicitations are Public Records. Pursuant to the New Mexico Inspection of Public Records Act, NMSA 1978, Chapter 14, Article 2, all materials submitted under this RFI shall be presumed and considered public records. Except to the extent any information may be protected by state or federal law, submissions shall be considered public documents and available for review and copying by the public.

CONTACT INFORMATION

To request documents, submit written questions, or request procurement process or project specific information, contact the following and include all contacts listed on all correspondence sent via e-mail.

1. Jaime Kephart, Contract Manager, at jaime.kephart@lacnm.us or (505)709-5503

2. David Griego, Senior Financial and Budget Analyst for Finance and Project Manager for this solicitation, david.griego@lacnm.us.

3. As an additional courtesy to interested parties, this RFI and related documents may also be downloaded from the County's website at the following address: https://lacnm.com/bids

NEED STATEMENT

The Incorporated County of Los Alamos ("County") is seeking information from qualified service providers who provide AI software to monitor expense transactions, identify high risk transactions, auditing expense transactions and perform trend analysis. The County uses P Cards, checks, wires and ACH transactions to pay its vendors and is seeking software solutions to aid in the auditing of these transactions. The County is not seeking to replace its current Enterprise Resource Planning ("ERP") system. Desired services may include, but are not limited to, monitoring expense transactions, identifying high risk transactions, auditing expense transactions and performing trend analysis.

The County would like more information to develop a Scope of Work prior to proceeding with a possible future procurement.

BACKGROUND

1. **General County Background Information.** The County is situated at the foot of the Jemez Mountains on the Pajarito Plateau with an elevation ranging from 6,200 feet to 9,200 feet. Two distinct communities, Los Alamos Town site and White Rock, each with its own visitor center, are home to ~18,000 people. Los Alamos is mostly known for the historic accomplishments of its largest employer, Los Alamos National Laboratory, and continues to gain notice for its vast scenic assets and recreational opportunities. Visit the Los Alamos County website (www.losalamosnm.us) and the tourism website (www.visit.losalamos.com) for more information.

2. **About the Finance Division and the Purchasing Card (P Card) Program.**

    a. Finance is a Division within the County's Administrative Services Department.   The Finance Division is responsible for Accounting Operations and Budget and Performance for the County. Some of the key functions under Finance include:

    - o   Accounts Payable and P Card Administration
    - o   Accounts Receivable
    - o   Budget and Performance
    - o   Capital Assets
    - o   Cash & Investments
    - o   Annual Comprehensive Financial Report (ACFR)
    - o   Cost Allocation Plan
    - o   Grants Compliance and Oversight
    - o   Payroll

  ○ Popular Annual Financial Report (PAFR)
  ○ Property Tax Billing & Accounting
  ○ Utilities Accounting
  ○ Year End Audit Administration

b. The P Card Program is a function of the Accounts Payable Office and is managed by the P Card Administrator. The number of active cardholders is currently 450. The average number of transactions per month is approximately 1,200, or about 15,000 transactions annually. The average total P Card spend each month is about $500,000, or about $6 million annually. The P Card Administrator is responsible for auditing transactions to ensure compliance with the County Manager Policy. A majority of P Card purchases are for consumable supplies and travel related expenditures. The County does not have a Travel Card Program.

c. The audit process currently involves a random selection of transactions each month, which is based on certain dollar thresholds. For example, transactions over $5,000 are currently audited at 100%; transactions over $2,000 are currently audited at 75%, and transactions less than $2,000 are audited at 5%. The overall audit level is an average of 10% of all transactions. The amount of time spent by the P Card Administrator each month is approximately 2 weeks. The audit process includes reviewing itemized receipts for each transaction selected for audit. Below is an example of items the P Card Administrator audits for to prevent fraud and ensure compliance:
  ○ Itemized receipts provided
  ○ Split transactions
  ○ Sales tax paid on consumable items
  ○ Personal or unallowable charges
  ○ Description of purchases are provided
  ○ Appropriate accounting codes are used
  ○ Reconciliation and Approval deadlines are met

SCOPE OF RESPONSE

1. Abilities and Functionality.

a. Provide a product overview of the solutions and tools your company offers to meet the County's Needs Statement above, address in detail your ability to provide the following solutions, tools, and services and describe specifically *how* your solution provides the following needs:

 i. County may consider a fully-hosted, on-premise, or hybrid solution. Please describe which options you provide and any differences in how the different models are provided.

 ii. Software should provide the following minimum features and functionality:

  1. Monitoring expense transactions

  2. Identifying high risk transactions

  3. Auditing expense transactions

  4. Performing trend analysis

  5. Reporting capabilities with both standard out-of-the box reports and ad hoc reports.

6. Scan through images of receipts to identify potential policy violations as defined by the County Manager Policy.

Software Feature and Functionality Matrix.

iii. Provide a product or software feature and functionality matrix or list that provides, in detail, all the abilities and functionality of each tool, module, app, etc. you offer to meet the County's needs.

iv. **If you offer other optional tools and products you think may also be of interest to the County, please provide a product or software feature and functionality matrix or list for those as well.**

2. **Integrations.** Describe if and how your solution can integrate with the County's following current systems:

a. The County's current _on-premise_ Enterprise Resource Planning ("ERP") system is Tyler Munis. Please describe how your software would integrate with the County's ERP, particularly how data could be mined and extracted from Tyler Content Management ("TCM") within Munis to provide the requested services. Please describe your history integrating your services with Tyler Munis and TCM with other clients.

b. The County's current web-based P Card program is provided by Wells Fargo. Please describe how your software might integrate with Wells Fargo systems to provide the requested services. Please describe your history integrating your services with Wells Fargo.

c. Single Sign On ("SSO") integration with County's Azure Active Directory.

d. Describe any other helpful integrations offered or commonly requested by customers and provided by respondents.

3. **Pricing and Costs.**

a. The County desires to and may contract for up to fifteen years for software. If your firm chose to respond to a future procurement, describe your ability to provide pricing for and contract for a multi-term agreement up to fifteen years and describe any concerns or challenges with being able to provide pricing and contract for that length of time.

b. In order to provide pricing and costs in response to a future procurement, what kind of detail and background information might you require from the County if you chose to propose to a future procurement? If you have an intake or new customer questionnaire you typically provide, please attach it to your response to this RFI.

c. The County's Procurement Code allows for the procurement of goods or services procured through a federal contract, such as a GSA, or a contract with a person that has an existing contract with another government or agency thereof that was subject to competitive solicitation. These are also referred to as "cooperative" or "piggyback" agreements, meaning that it may be possible for the County to utilize the pricing already agreed to in those agreements rather than issuing a more formal solicitation. Please describe if you have any such agreement and provide a copy or, if available online, provide a link to where it can be accessed.

d. Provide a typical cost for initial product implementation.

e. Describe a typical pricing format for your services. Provide a rough order of magnitude or a range of typical annual costs based on your most basic service vs. a more all-inclusive package of products and services.

4. **Implementation and Training.** Describe your implementation and training process and timeline for new customers and whether your company provides the following implementation and training services:

   a. Assigned Account Manager or Client Success Manager,

   b. Initial training during implementation,

   c. On-going training program with, live, virtual, or on-demand training,

   d. In-app product walkthroughs, or

   e. User conferences or meetups.

5. **Security Policies and Questions.** Provide a copy of your security policies and answer the following questions related to security.

   a. Do you maintain operations within the continental United States and where would our data be stored? Where are your datacenters located?

   b. Do you use encryption in-transit and at-rest?

   c. How often and where do you back up data?

   d. Who owns the data in your system?

   e. Which cloud provider do you use?

   f. Do you offer a production environment separate from your development/testing/staging environment?

6. **County Technology Standards.** In response to a future procurement, Offerors would be asked to affirm their ability to conform to the County's Applicable Technology Standards, which are included in this RFI as Exhibit B, and describe *how* they conform to the applicable standard. To the extent possible, please briefly respond where requested to the applicable standards. For this RFI, County wishes to identify any areas where potential Offerors for a future procurement may have concerns about providing the information and details requested in the County's Technology Standards. Respondents are asked to review the standards below, identify any provisions that may be problematic in a future procurement, and describe why they might be problematic.

7. **County Technology Questionnaire**. To the extent possible, please briefly respond to the questions found in the County's Technology Questionnaire found in Exhibit C. If Respondents are unable to respond to any question, please describe why the question may be problematic.

8. **Contract Terms and Conditions.** In response to a future procurement, Offerors would be expected to enter into an agreement with the County using a sample services agreement, with the County's standard terms and conditions. For this RFI, Respondents are asked to include a link to or attach a copy of any of their own terms and conditions, Master Services Agreement or Licensing Agreement the County might be asked to consider if your firm chose to respond to a future procurement.

9. **Service Level Agreement.** Provide a copy of your Service Level Agreement and describe your support features and processes.

10. **Software Development and Updates.** Describe your software development and update lifecycle and process.

11. **User Account Management.** Describe user account management.

    a. Include whether your company offers single sign-on authentication to allow customers to authenticate to the software using their agency identity provider.

    b. Include any limitations on the number of users allowed to access the system and discuss if the number of internal and external users affects the pricing.

12. **Software Demonstrations:** After the closing date of this RFI, County reserves the right to request virtual software demonstrations from some or all Respondents for the purpose of clarification and understanding. **Respondents are asked to affirm their ability to provide demonstrations and are asked to provide a point of contact for scheduling purposes.**

    a. Demonstrations will be conducted through MS Teams, or through another format agreed upon by both County and Respondent.

    b. After RFI closing, County may submit follow-up questions to Respondents or hold interviews and discussions for the purpose of clarification. County may ask that Respondents address County's follow-up questions or requests for clarification during their scheduled demonstrations.

    c. The amount of time allotted for demonstrations will be determined after RFI closing and will be communicated to those Respondents with whom County schedules demonstrations.

13. **References.** Respondents are asked to include at least three references from at least three entities for whom Respondent has provided similar services in the previous five years, particularly those who may also be using Tyler Munis ERP and TCM. References should include company name, address, contact name, position, telephone number, and the period during which the services were provided.

RESPONSE FORMAT

Please provide your response in a written format addressing items each of the items listed in the Scope of Responses above. Please restate the requested information from the Scope of Responses prior to providing your response.

ILLEGAL ACTS

The Los Alamos County Procurement Code, Article 9, imposes remedies and penalties for its violation. In addition, New Mexico criminal statutes impose felony penalties for illegal bribes, gratuities, and kickbacks.

Exhibit A
RFI24-67
AI Analytics Software

This document should be returned with RFI submittal.

Having read the response conditions and examined the scope of response for this RFI, this response is hereby submitted by:

_____/_____

Signature and Printed Name of Authorized Offeror   **Title**

_____

Organization's Legal Name   **State of Incorporation**

_____

Email Address

_____

Mailing Address   **City**   **State**   **Zip Code**

_____

Physical Address   **City**   **State**   **Zip Code**

_____

Telephone No.

_____

Federal Tax I.D. #   **NM CRS # (if located in-state)**

_____

Contract Manager Printed Name, Title and Email Address

Exhibit B
Sample County Technology Standards
RFI24-67
AI Analytics Software

Below is a sample of the County's Technology Standards. In response to a future procurement, Offerors would be asked to affirm their ability to conform to the County's Applicable Technology Standards.

Please respond, to the extent possible, to the applicable standards requested below. For this RFI, County wishes to identify any areas where potential Offerors for a future procurement may have concerns about providing the information and details requested in the County's Technology Standards. Respondents are asked to review the standards below, identify any provisions that may be problematic, and describe why they might be problematic.

The following Los Alamos County Technology Standards are required and shall be supported by the vendor, contractor, reseller henceforth in this Exhibit called "Operator", for any County solicitation requiring technology or integration to the County network and incorporated into any resultant agreement. Standards are listed with the expectation that the Operator will provide software updates to allow Los Alamos County to stay on supported versions of hardware, underlying software and protocols as outlined below.

Respondents must provide documentation that they meet the requirements in respect to the solution that they are responding with. **On premise respondents do not need to comply with hosted requirements. Hosted solution respondents do not need to comply with on-premise requirements. If the solution is a hybrid of both categories of solution, then both on-premise and hosted requirements apply as applicable to the response.**

For each standard requirement in Table 1 below, check "YES" to indicate compliance, "NO" to indicate non-compliance, or N/A to indicate that the requirement is not applicable. In the cell beneath each standard requirement, _briefly_ describe _how_ Offeror will comply or why a standard requirement is not applicable. If Offeror can comply, but not exactly in the way described in the standard, please describe the substantial equivalent offered or alternate method for conforming to the requirement.

Where other County policies or documents are referenced, Offeror's may find these policies on the County's website at the following web address: https://lacnm.com/bids .

	STANDARD REQUIREMENT	YES	NO	N/A
Server Operating system (OS) **(On-Premises)**	Microsoft (MS) Windows Server 2019, 64 bit or current (Standard and Datacenter). Contractor software must be maintained to run on a supported platform service level as defined by Microsoft at the latest stable patch level. Departments will be responsible for licensing costs and must request cost estimates from Information Management (IM) Division.			
Describe how Offeror will comply, alternate methods, or why a standard requirement is not applicable.				

Server Hardware (On-Premise)	**Preferred:** Use of County VMware server platform. Environment design must be submitted and reviewed by IM Division for acceptance. Proposals shall include required hardware and licensing of VMware, operating system, and proposed application-based requirements. Application with a proven Virtual installation template is preferred. Physical Server minimum hardware specifications consist of: Multi Socket/Multi Core processor Intel or AMD based server (standalone or blade server as determined by Los Alamos County IM Division with a minimum 64 GB RAM and RAID capability. Contractor software must be maintained to run on a supported platform service levels as defined by Microsoft at the latest stable patch level.			
Describe how Offeror will comply, alternate methods, or why a standard requirement is not applicable.				
Network Infrastructure	See LAC Standards and Specifications for Building and Campus Distribution Systems Version 3 (Primarily used for building construction purposes).			
Describe how Offeror will comply, alternate methods, or why a standard requirement is not applicable.				
Network (On-Premise)	Supported network protocol is TCP/IP (IPv4). Standards based NIC rated at 100/1000/10G copper or fiber is supported. If considering a 10G connection County IT network group shall be consulted to ensure equipment compatibility and availability at proposed site. Additional hardware cost, may be required of the project, based on project requirements, equipment and availability. The County uses Cisco technology as its default network equipment standard. Solutions shall be compatible with Cisco Network Technology.			
Describe how Offeror will comply, alternate methods, or why a standard requirement is not applicable.				
Remote Network Access (On-Premise)	Direct remote access to the County network and server environment shall be done using the County's Cisco AnyConnect SSH VPN. Once a VPN connection is established end-point connections are supported via Microsoft RDP.			

	Operator support accounts shall be set up in accordance with the adopted Los Alamos County IT Usage and Security Policy #1210.			
Describe how Offeror will comply, alternate methods, or why a standard requirement is not applicable.				
LAC Network Account Privilege **(On-Premise & Hosted)**	Desktop Client Software shall function for end users with standard user privileges. user cannot install software and shall not have administrative rights.			
Describe how Offeror will comply, alternate methods, or why a standard requirement is not applicable.				
Desk Hardware **(On-Premise & Hosted)**	Physical unit minimum hardware requirements consist of: Intel core i5 based processor, minimum 8 GB RAM, Intel integrated graphics 1280 capable video minimum, display port, input or HDMI, 4 USB 2/3 ports. Support deployment onto Virtual Desktop Infrastructure (VDI) platform, specifically cloud-based platforms from Microsoft Azure, Amazon Web Service (AWS) or Google Cloud Platform.			
Describe how Offeror will comply, alternate methods, or why a standard requirement is not applicable.				
Desktop OS **(On-Premise & Hosted)**	Microsoft Windows 10 at current Service Pack (SP).			
Describe how Offeror will comply, alternate methods, or why a standard requirement is not applicable.				
Internet Browser **(On-Premise & Hosted)**	Internal County Network: Google Chrome and Edge, at its latest version, are the installed browsers on county devices. Google Chrome is the county standard. New web Applications must be based on HTML5. Applications requiring Internet Explorer, Microsoft Silverlight, Java and Flash are not supported. Web applications requiring .NET framework shall not be considered.			

	IM Division shall be consulted for compatibility issues prior to considering new application purchases requiring Java.			
Describe how Offeror will comply, alternate methods, or why a standard requirement is not applicable.				
Database Software Products **(On-Premise)**	Supported database software is Microsoft (MS) SQL server version 2016 through current. New MS SQL Server product installations will require review, purchasing of licenses, appropriate hardware, and maintenance in support of proposed project or instance install to the County MS SQL Server Environment. MS SQL server software for new implementations shall be at within the Microsoft certified support release level or current. Server components for proposed projects require review and purchasing as part of the project initiative. Operator software must be maintained to run on a supported platform service level as defined by Microsoft. • Passwords are not permitted to be transported in clear\plain text. • Vendor implementation shall not use the SA password for user level functions. SA passwords shall be maintained by the County DBA. • Only database instances can be installed on the County MS-SQL Environment. If a vendor software component install is necessary on the database server, a standalone installation will be required. • Vendor software must use standard Access & Connection architecture for accessing databases on the County MS-SQL Environment. • Applications based on Microsoft Access are not supported. Applications based on SQLEXPRESS version should be reviewed and the limitation understood by the customers and the vendor. Hosted solutions shall be compliant with or provide a method to provide the County with database exports in the MS-SQL Server format.			
Describe how Offeror will comply, alternate methods, or why a standard requirement is not applicable.				

Internet: Collaboration and Web Publishing **(On-Premise & Hosted)**	Use of Internet apps or links shall be considered in collaboration with the Los Alamos Information Management Division Applications group for review to ensure that compatibility and Internet publishing protocols have been satisfied prior to formation of any agreement or installation.			
Describe how Offeror will comply, alternate methods, or why a standard requirement is not applicable.				
Intranet: Collaboration and Web Publishing **(On-Premise & Hosted)**	Microsoft SharePoint Online is the basis for the County's Intranet. Any products that will integrate or utilize the County's Intranet site shall require a compatibility consultation with IM Division before purchase and implementation. Operator software shall be maintained to run on supported platform service levels as defined by Microsoft and/or the Intranet site vendor. Proposed Intranet software products shall be accompanied by roadmap for compatibility with MS SharePoint Online.			
Describe how Offeror will comply, alternate methods, or why a standard requirement is not applicable.				
Productivity Software **(On-Premise & Hosted)**	Los Alamos County uses Microsoft M365 Office Suite at its most recent version and service pack. Operator software using the Office suite must be maintained to run on supported platform service levels as defined by Microsoft.			
Describe how Offeror will comply, alternate methods, or why a standard requirement is not applicable.				
Email **(On-Premise & Hosted)**	Microsoft M365 with hub transport for relay. If SMTP relay access from on premise vendor specific software is necessary, permission to use the County Email exchange shall be obtained prior to contracting or purchase of the software or solution. If SMTP relay access from hosted vendor specific software is necessary, preference is for SMTP relay to be hosted by vendor. The vendor specific solution must be supported and maintained to relay off County email domain and directed to hand off the email message to another mail server that can get the message closer to its intended recipient in accordance with service levels as defined by Microsoft for the M365 product.			

Describe how Offeror will comply, alternate methods, or why a standard requirement is not applicable.				
Geographic Information Standards (GIS) **(On-Premise & Hosted)**	The County uses strictly ArcGIS products by Esri for GIS. Desktop software for end users includes ArcGIS Desktop and ArcGIS Pro. GIS web services are provided as REST endpoints from ArcGIS Server using Internet Information Services (IIS). Our enterprise geodatabase is managed using ArcSDE with Microsoft SQL Server. Supported versions are one or two iterations behind the latest ESRI-supported release. The preferred method for applications to interact with GIS is via REST services. Web applications must be hosted in either ArcGIS Online or ArcGIS Portal.			
Describe how Offeror will comply, alternate methods, or why a standard requirement is not applicable.				
Mobile Devices	Shall conform to Los Alamos County Mobile Policy #1240. Mobile devices requiring Intranet access must be secured through the County Mobile Device Management System.			
Describe how Offeror will comply, alternate methods, or why a standard requirement is not applicable.				
Security & SSL **(On-Premise & Hosted)**	Intranet devices must be capable with multi-factor authentication (MFA) using the County's current MFA systems. Any requirements for access to ports from the Internet into the County Network shall be approved via a technical review by the IM Division before product(s) purchase and implementation. Cisco Secure EndPoint Antivirus and Antispyware Enterprise software are used on all intranet computing devices; vendor solutions shall work in conjunction with stated antivirus products. SSL (Secure Socket Layer) encryption is required for both internal and external facing web applications. Enterprise-wide applications shall be capable of Active Directory integration for user authentication and utilize County's MFA.			

	Devices requiring wireless access must a) be domain integrated or b) have the ability to accept captive portal agreement (a web page that the user of a public-access network is obliged to view and interact with before access is granted).			
Describe how Offeror will comply, alternate methods, or why a standard requirement is not applicable.				
Records	Shall conform to Los Alamos County Records and Information Governance Policy #0310			
Describe how Offeror will comply, alternate methods, or why a standard requirement is not applicable.				
E-Signature	Shall conform to Los Alamos County E-signature Policy #1220.			
Describe how Offeror will comply, alternate methods, or why a standard requirement is not applicable.				
Hosted/Cloud Based Services	• Los Alamos County is interested in taking advantage of Anything as a Service (XaaS) opportunity available through Cloud Service Providers (CSP), in Government Cloud (GCC) where required. CSP data centers must be located within the United States. • Enterprise-wide applications shall be capable of Active Directory integration for user authentication and utilize County's MFA. • Data centers must be FedRAMP certified for SaaS solutions procured by departments if they also store or may store Los Alamos National Laboratory (LANL) critical infrastructure data for County operations. Departments must verify with LANL authority to confirm that this requirement is applicable to the LANL information to be stored. • Ownership of County data held in the CSP solution shall remain with the County of Los Alamos. County may have on-demand access to the data for export/download or have the data delivered by request by the CSP with a maximum 48-hour compliance window. Exports shall be in MS-SQL format.			

Describe how Offeror will comply, alternate methods, or why a standard requirement is not applicable.	

Exhibit C
County Technology Questionnaire
RFI24-67
AI Analytics Software

To the extent possible, please briefly respond to the questions below. If you have already responded elsewhere, you may state that in your response.

If Respondents are unable to respond to any question, please describe why the question may be problematic.

Service Level Agreement / Support Maintenance.

1. **[SaaS]** Provide proposed Service Level Agreements including Uptime (scheduled and/or unscheduled downtime) and other service metrics (user response times, percent delivered within 30 seconds), and compensations for missed performance benchmarks.
2. **[On-Premise/SaaS]** Provide Support Options and all terms of support, including support hours and methods of contacting support.
3. **[On-Premise/SaaS]** Provide the communication plan for communicating system upgrades, and all other maintenances and service interruptions.
4. **[On-Premise/SaaS]** Describe the methodology for testing and certifying upgrades and patches to ensure that they work properly. Describe the mechanism of versioning roll back in case of issues.
5. **[On-Premise/SaaS]** Describe the process of applying upgrades and patches including, if there are client/user responsibilities, and a responsibility matrix for the tasks involved.
6. **[On-Premise/SaaS]** Provide a brief history of product upgrades and interim patches/fixes released in the last 18 months.
7. **[On-Premise/SaaS]** Identify the most current stable release and patch level, certified for support, for all software and firmware, and acknowledge that all software and firmware will be installed to those levels.

B.   Ownership / Recovery

1. **[SaaS]** Acknowledge the following: County retains all rights to its data and materials. Use of the Contractor's system confers no ownership rights to the Contractor and County Materials and Data may be used by the Contractor only as necessary to provide contracted services.
2. **[On-Premise/SaaS]** Discuss how the solution meets statutory requirements for data ((ex. PII, HIPAA, CJIS, Gramm-Leach-Bliley Act, FIPS 199…).
3. **[SaaS]** Discuss access to the County's data via ODBC or alternative method, and any limitations to that access.
4. **[On-Premise/SaaS]** Describe the support provided for performing legal discovery on the system.
5. **[SaaS]** Describe the method(s) of turning over County data, and providing a reader for that data, upon termination of services.

C.   Administration

1. **[On-Premise/SaaS]** Describe the use of Permission Levels, Roles or other mechanisms to manage authorities to create read, update, and delete data.
2. **[On-Premise/SaaS]** Describe the system's use of Active Directory Groups and Group Policies.
3. **[On-Premise/SaaS]** Describe authentication mechanisms available.
4. **[On-Premise/SaaS]** Describe the ability of users to maintain their own profile.
5. **[On-Premise/SaaS]** Describe any interfaces or integrations with Directory Services.

D.   Security

1. **[SaaS]** Describe the classification of the proposed Cloud solution. Is the solution SaaS, PaaS, IaaS or a combination of the classification types? Is the solution hosted, owned and operated, by CSP or is the solution a partnership of several CSPs including infrastructure partners?
2. **[SaaS]** Describe the security measures in-place, and available, to protect the system and its data.
3. **[SaaS]** Submit details on hosted or cloud service provider's data center and information security compliance.

4. **[SaaS]** Identify any encryption algorithms used.
5. **[SaaS]** Describe the policies that apply to, and notification measures to be used in the event of a security breach.

E.   Compatibility & Requirements

1. **[On-Premise/SaaS]** Acknowledge review of County's Technology Standards and provide narrative as to the compatibility of the elements listed that is applicable to the proposed solution.

    Desktop hardware
    Windows operating system
    Web Browsers
    Compatibility with collaboration and web publishing tools
    SSL Encryption
    ESRI GIS mapping functionality
    Android and IOS mobile operating systems

2. **[On-Premise/SaaS]** Does your proposed solution have specific network requirements for characteristics such as bandwidth, Protocols, TCP Ports, Latency, Packet loss, Jitter or other network characteristics? Identify and discuss those requirements.
3. **[On-Premise/SaaS]** The County has many software in use. The proposal should not compromise existing software. Discuss any known incompatibilities with other software.
4. **[On-Premise/SaaS]** Describe any dependencies with 3rd party software/services, e.g., Java, .NET, Crystal Reports, MySQL, including the supported version(s) of the software and whether the proposal includes the software, its licensing and its installation.
5. **[On-Premise/SaaS]** Identify and discuss any known hardware compatibility issues and requirements.
6. **[On-Premise/SaaS]** Describe the use and requirements of all County resources that are expected to be used in the proposal, e.g., DHCP services, DNS services, SMTP services, electrical power, uninterruptible power supplies, video conferencing, data center rack space, word processing software, cooling capacity, training facilities.

F.   Business Continuity and Disaster Recovery

1. **[SaaS]** Submit information on Cloud Service Provider and physical infrastructure including locations and internet connectivity.
2. **[SaaS]** Submit Business Continuity and Disaster Recovery plans.
3. **[SaaS]** Submit descriptions of any Data Center(s) pertinent to the proposal including their Tier and salient characteristics.
4. **[SaaS]** Describe the backup plan for the proposal.
5. **[SaaS]** Describe the Who, What, When, Where, Why and How of the software escrow.
6. **[SaaS]** Describe the Who, What, When, Where, Why and How of recovering the County's data should the successful Contractor cease operations.

G.   System Monitoring and Alerting

1. **[On-Premise/SaaS]** Describe the system's capabilities that support system monitoring and alerting in Netreo Omnicenter system or another monitoring and management system.

H.   Hardware and Software

1. **[On-Premise/SaaS]** Submit a complete itemized schedule of all hardware contained in the proposal.
2. **[On-Premise/SaaS]** Submit a complete itemized schedule of all software contained in the proposal.
3. **[On-Premise/SaaS]** Should your solution require additional software, hardware, etc., Offerors to acknowledge that the County may separately procure the proposed hardware and software, other products or its equivalent specified by the Contractor, or substitute functionally equivalent hardware, software or other products for use in the proposed system. Confirm that such procurement or substitution shall have no effect on Contractor's warranty, support, or other obligations.