

# COUNTY OF SANTA CLARA, CALIFORNIA



**REQUEST FOR PROPOSAL #818  
FOR**

**COUNTY REGIONAL PUBLIC AND INTERNAL NOTIFICATION SYSTEM**

**April 4, 2008**

**PROPOSAL DUE:  
MAY 2, 2008 BY 3:00 PM PST**

**PROCUREMENT DEPARTMENT  
2310 N. FIRST STREET SUITE 201  
SAN JOSE, CA 95131-1040**

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## I. INTRODUCTION

### A. PURPOSE OF THIS REQUEST FOR PROPOSAL

The County of Santa Clara (hereafter, "County") is requesting proposals from qualified suppliers to provide a fully hosted SaaS (Software as a Service) application supporting mass emergency notification and emergency information dissemination for the region of the County. The necessary services include hosting of the application environment, on-going support and maintenance, providing user and administrative documentation, training county staff, and providing help desk services.

The system must provide the following:

- High capacity public message notification through various messaging devices including telephone, text messages, FAX, email, pager etc.
- High capacity messaging to county workforce and contractors.
- Message response capabilities allowing county workforce and contractors to respond to messages with response codes.
- Public and contractor self registration for notification list subscription
- Profile management of subscribers to optimize notification effectiveness
- Multi-lingual messaging configurable to specific broadcast or recipient profile
- Scheduling and prioritization control over broadcasts including management of concurrent broadcasts.
- Integration of GIS to assist in targeting broadcast areas.
- Flexible and configurable reporting capabilities.
- Integration with local data using data import and export features
- Ability to support a multi-organizational structure including the County, Cities, and Public Safety Special Districts within a common integrated environment for public and internal notification.
- Secure operational environment supporting multiple concurrent users with permissions managed by role.
- User roles assigned by organizational unit to support hierarchy of sub organizations using the messaging system.
- Branding of communications to the sending entity.
- Emergency notification website content management environment
- Ability to stage and rapidly activate website

The County is seeking proposals only for a SaaS solution incorporating professional services to assist the County in system deployment.

### B. EMERGENCY NOTIFICATION SYSTEM VISION

The emergency notification system will serve the Santa Clara County area with a high availability hosted web based mass notification system enabling automated notification through various devices to the public, government workforce, and contractor resources. The application shall support high availability, high throughput of mass notification communication using a redundant infrastructure that minimizes risk of operational failure. The County notification system is an overarching notification environment that enables participation by cities, Public Safety Special Districts, and others working under a common management structure.

**C. SUMMARY SCOPE OF WORK**

Emergency notification system configuration and hosting services shall include configuration of the application to enable use by the County, support to the County to establish desired capability, application documentation and training, and ongoing application and site administration.

**D. SCOPE OF PROCUREMENT**

The scope of this solicitation includes application service provider deployment of the emergency notification system and support services required for the effective deployment of the system, which will include, but not be limited to, system capabilities briefing, development of a deployment plan specific to Santa Clara County, implementation assistance, and application training. Ongoing application hosting and maintenance is required.

**E. PROCUREMENT OFFICER**

The County has designated a Procurement Officer who is responsible for the conduct of this procurement whose name, address, and telephone number are listed below:

Jenti Vandertuig, Procurement Director  
Procurement Department  
County of Santa Clara  
2310 North First St., Suite 201  
San Jose, CA 95131-1040

Telephone: (408) 491-7403  
E-mail: jenti.vandertuig@proc.sccgov.org

All deliveries via express carrier should be addressed as follows:

Jenti Vandertuig, RFP# 818  
Procurement Department  
County of Santa Clara  
2310 North First St., Suite 201  
San Jose, CA 95131-1040

Any inquiries or request regarding this procurement should be submitted to the Procurement Officer in writing. Offerors may contact ONLY the Procurement Officer regarding the procurement. Other County employees do not have the authority to respond on behalf of the County.

**F. DEFINITION OF TERMINOLOGY**

This section contains definitions that are used throughout this procurement document, including appropriate abbreviations.

**“Acceptance test”** A test which must be passed before a system, or individual system component, is considered to meet specified requirements.

**“Activation Area”** The phone numbers and associated addresses that are selected to receive a notification. They can be pre-defined, imported from other applications, or drawn as needed.

**“Activation Scenario”** The combination of the activation area, recorded message and all settings.

**“Application”** Defined as the entire countywide Mass Notification System software, sub-modules, workflow, and interface technology, as proposed. Application does not include hardware as it is a SaaS.

**“Base System”** Means the assembly of computer equipment and an operational group of computer programs that will perform, without modification, a significant portion of the functional requirements contained in this RFP. The base system must include system interfaces and may include contractor supplied third party software required for the maintenance or operation of the base system.

**“Close of Business”** Means 5:00 PM Pacific Standard (PST) or Pacific Daylight Time, (PDT) whichever is in effect on the date given.

**“Contract”** or **“Agreement”** Means an agreement for the procurement of items of tangible personal property or services.

**“Contractor”** Means successful offeror who enters into a binding contract.

**“County”** The county government of Santa Clara, or the entire region of Santa Clara County, as indicated in context. Typically “County” will imply the government of Santa Clara, whereas “county,” in lower case, will imply the physical boundaries of the region.

**“Days”** Unless further clarified in context used, “days” shall mean all days, including weekends and holidays.

**“Desirable”** Means the terms “may,” “can,” “should,” “preferably,” or “prefers” identify a desirable or discretionary item or factor (as opposed to “mandatory”).

**“Determination”** Means the written documentation of a decision of a procurement officer including findings of fact supporting a decision. A determination becomes part of the procurement file to which it pertains.

**“Director of Procurement”** Means the individual holding that title for the County of Santa Clara or a designated representative whose address follows:

Procurement Department  
County of Santa Clara  
Suite 201, 2310 N. First St.  
San Jose, CA 95131-1040

**“EOC”** Emergency Operations Center of the County of Santa Clara.

**“Equipment”** Means computer equipment and peripherals as well as any required network equipment or appliances required for the effective operation of the base system plus modifications or customization as necessary to meet the requirements of this solicitation.

**“ESRI Format”** The format used by ESRI Inc. software. It is viewable with the ArcInfo line of products.

**“Evaluation Committee”** Means a body overseen by the County Procurement Officer to perform the evaluation of offeror proposals.

**“Evaluation Committee Report”** Means a report prepared by the Procurement Officer and the Evaluation Committee for submission to the Director of Purchasing for contract award that contains all written determinations resulting from the conduct of a procurement requiring the evaluation of competitive sealed proposals.

**“Final acceptance”** The decision that the system is complete and fully functional; that it meets all requirements specified in the contract, including performance, stress and reliability standards; that the Vendor has met all contractual obligations; that the customer is prepared to meet all financial commitments to the Vendor.

**“Finalist”** Defined as an offeror who meets all the mandatory specifications of the Request for Proposal and whose score on evaluation factors is sufficiently high to qualify that offeror for further consideration by the Evaluation Committee.

**“Functional requirements”** Specific requirements that perform a specific task or notification function.

**“Geocoding”** The process of finding the location of a street address on a map. The location can be an x, y coordinate or a feature such as a street segment, postal delivery location, or building. In GIS, geocoding requires a reference dataset that contains address attributes for the geographic features in the area of interest.

**“GIS (Geographic Information System)”** A computer system for capturing, storing, checking, integrating, manipulating, analyzing and displaying data related to positions on the Earth's surface. Typically, a Geographical Information System (or Spatial Information System) is used for handling maps of one kind or another. These might be represented as several different layers where each layer holds data about a particular kind of feature. Each feature is linked to a position on the graphical image of a map.

Layers of data are organized to be studied and to perform statistical analysis. Uses are primarily government related, town planning, local authority and public utility management, environmental, resource management, engineering, business, marketing, and distribution.

**“I.E. or E.G.”** “i.e.” technically means “that is...,” but in context in this document also means “for example...,” whereas “e.g.” specifically means, “for example.”

**“Incident”** A generic term used here to refer to an occurrence which requires the response or intervention of the Office of Emergency Services which may or may not result in a notification.

**“Interface”** Means the transmission of data that will allow for efficient and logical interaction with other applicable systems.

**“IP”** Internet Protocol Address

**“Link”** Used to define a connection between applications or data sets, a link is a designed interface that accomplishes the functionality described within the sentence where it is used.

**“Managing Agency”** The Office of Emergency Services of the County of Santa Clara.

**“Mandatory”** Means the terms “must,” “shall,” “will,” “is required,” identify a mandatory item or factor (as opposed to “desirable”). Failure to meet a mandatory item or factor will result in the rejection of the offeror’s proposal.

**“Notification”** The message that is sent to recipients.

**“OES”** Santa Clara County Office of Emergency Services

**“Offer” or “Proposal”** Generally refers to the offer submitted in response to a solicitation, whether denominated as a request for proposal or otherwise.

**“Offeror”** Any person, corporation, or partnership that chooses to submit a proposal.

**“Orthophotograph”** A perspective aerial photograph from which distortions owing to camera tilt and ground relief have been removed. An orthophotograph has the same scale throughout and can be used as a map.

**“PDA”** Personal Digital Assistant, an electronic hand held device, such as a BlackBerry™.

**“Performance test”** A test that demonstrates that the system meets the speed, volume, and stress requirements of the system during a specified period of time, often called a stress test.

**“Polygon”** A polygon is defined by one or more rings, with a ring defined as a path that starts and ends at the same point. A polygon with more than one ring is a multipart polygon. Multipart polygons may be separate or nested, but may not overlap.

**“Procurement Officer”** Means the person or designee authorized by the County’s Director of Procurement to manage or administer a procurement requiring the evaluation of competitive sealed proposals.

**“Procurement Entity”** Means every agency, department or organizational unit that functions under the County of Santa Clara charter.

**“Reliability Test”** A test conducted after the system has been put into real or mock production mode which demonstrates that the system meets all functional requirements and performs according to standards specified in the contract without downtime or other internally caused disruption for a specified period of time. Successful completion of the reliability test is a requirement for each module and final acceptance of the system.

**“Responsible Offeror”** means an offeror who submits a responsive proposal and who has furnished, when required, information and data to prove that its financial resources, production, or service facilities, personnel, service reputation, and experience are adequate to make satisfactory delivery of the services or items of tangible personal property described in the proposal.

**“Responsive Offeror” or “Responsive Proposal”** means an offer or proposal that conforms in all material respects to the requirements set forth in the request for proposals. Material respects of a request for proposals include, but are not limited to price, quality, quantity, or delivery requirements.

**“Request for Proposals” or “RFP”** means all documents, including those attached or incorporated by reference, used for soliciting proposals.

**“SaaS (Software as a service)”** Software application delivery model where a software vendor develops a web-native software application and hosts and operates the application for use by its customers over the Internet. Customers do not pay for owning the software itself but rather for using it. The term SaaS has become the industry preferred term, generally replacing the earlier terms Application Service Provider (ASP) and On-Demand.

**“Services”** means maintenance, training, installation, technical support, site analysis, configuration analysis, and operational assistance of the base system.

**“Shall”** The word “shall” is used to define a binding provision.

**“Standard Report”** A predefined report that can be selected by the user from a list of existing reports. No customization is required, and it is part of the base system.

**“System”** The entire countywide Mass Notification System which includes vendor’s infrastructure, software, and any third party provided infrastructure and software.

**“System failure downtime”** That period of time during which the scheduled productive workload, or simulated workload, cannot be continued on the system due to failure of a vendor provided component.

**“Systems test”** See Functional Systems Test

**“Thomas Brothers Map”** A commercially published map book.

## **G. BACKGROUND INFORMATION**

Santa Clara County is located at the southern end of the San Francisco Bay and is the home of “Silicon Valley”. The County’s population of approximately 1.7 million is the sixth largest in California, and the largest of the nine Bay Area counties. There are 15 cities in the County including: Campbell, Cupertino, Gilroy, Los Altos, Los Altos Hills, Los Gatos, Milpitas, Monte Sereno, Morgan Hill, Mountain View, Palo Alto, San Jose, Santa Clara, Saratoga and Sunnyvale, as well as special districts. A significant portion of the County’s 1,315 square miles is unincorporated ranch and farmland. Ninety percent of the population lives in cities. There are over 100 languages and dialects spoken within the County.

There are three primary industries that are dominant in Silicon Valley: Technology, Life Sciences, and Financial and Professional Services and several secondary industries including General Manufacturing, Telecommunications, Utilities, Education, and Healthcare. The County of Santa Clara also is a major employer, with more than 15,000 employees who will be called upon as Disaster Service Workers in the event of an emergency situation.

The County provides many services to the community which includes but is not limited to the following list; please visit the County portal at [www.sccgov.org](http://www.sccgov.org) for more information):

- Hospital and Health Services (Public Health, Behavioral Health, Drug/Alcohol, and Community Outreach)
- Social Services (Employment & Benefits, Child Welfare, Aging and Adult Services, Emergency Care/Shelter)
- Child Support Services



- Law and Justice and Public Safety Services (District Attorney, Public Defender, Probation (Adult/Juvenile), Sheriff, Corrections, Pretrial Services, County Counsel, Fire, County Communications – 911 Dispatching)
- Parks and Recreation
- Library Services
- Roads and Airports
- Property Assessment and Tax Collection Services
- Clerk Recorder
- Agriculture and Environmental Management (Environmental Health, Vector Control, Weights and Measures, Agriculture Services)
- Medical Examiner/Coroner
- Planning and Development
- Registrar of Voters
- Internal Services (Procurement, Facilities & Fleet, Information Services, Controller/Treasurer, Dept. of Revenue, Finance, Employee Services, etc.)

Many of the County’s services are called upon on a daily basis and in the event of an emergency situation. The timely delivery of information and alerts to field units and supervisory staff is critical. In addition, during certain emergencies, such as multi-casualty incidents, pandemic situations, or other large-scale disasters, there is a need to communicate quickly and efficiently with a greater number of field personnel, stakeholders, employees, private contractors, and members of the public, businesses and others to ensure that operations continue and that all are informed of what actions to take.

Santa Clara County is expanding and strengthening its ability to plan, respond, and recover from all event emergencies. The emergency notification system will provide enhanced communication capabilities with the public and internal workers during emergency events.

The scope of system use and deployment will encompass the County, Cities, Public Safety Special Districts, and internal staff within these organizations. An envisioned operational framework will facilitate coordination of messaging from coordinating organizations to maximize the effectiveness and consistency of messaging to the public and to internal organizational staff during emergency notification events. The multi-organizational structure requires the application to manage use and notification policies based on authorizations and administrative rights.

The County Office of Emergency Services (OES) is the business owner for the emergency notification system and does not have similar existing system functionality. Some participating organizations have one or more notification systems.

## II. CONDITIONS GOVERNING THE PROCUREMENT

This section of the RFP contains the schedule for the procurement and describes the major procurement events as well as the conditions governing the procurement.

### A. SEQUENCE OF EVENTS

The Procurement Officer will make every effort to adhere to the following schedule:

	<b>Action</b>	<b>Date</b>
1.	Issue of RFP	4/4/2008
2.	Pre-Proposal Conference	4/14/2008
3.	Deadline To Submit Written Questions	4/16/2008
4.	Response to Written Questions/RFP Amendments (Addendum)	4/21/2008
<b>5.</b>	<b>Submission of Proposals</b>	<b>5/2/2008 3:00PM</b>
6.	Proposal Evaluation	5/5 thru 5/22/2008
7.	Selection of Short List Offerors	5/23 thru 5/27/2008
8.	Oral Presentations, Product Demonstrations and Technical Architecture Discussions	6/2 thru 6/13/2008
9.	Selection of Offerors for Second Product Demonstration	6/17/08
10.	Product Demonstrations	6/23 thru 7/3/2008
11.	Select Finalist(s) Offerors	7/11/08
12.	Contract Negotiations and BAFO	7/16 thru 8/15/08
13.	Contract Award by the Board of Supervisors	8/26/08
14.	Contract Commencement Date	9/1/08

### B. EXPLANATION OF EVENTS

The following paragraphs describe the activities listed in the sequence of events shown in Section II, Paragraph A.

#### 1. Issue of RFP

This RFP is being issued by the County Procurement Department. Copies of this RFP including supporting documents may be obtained from RFP Depot's web site at [www.rfpdepot.com](http://www.rfpdepot.com).

#### 2. Pre-Proposal Conference

A pre-proposal conference will be held on **4/14/2008** beginning at **10:00 AM** at County Procurement Department, 2310 N. First Street, 2<sup>nd</sup> Floor, San Jose, CA 95131; Cedar Conference Room. A teleconference line will be established for those unable to attend in person. The teleconference number and access code will be posted on RFP Depot.

Potential Offerors are strongly encouraged to submit written questions in advance of the conference to the Procurement Officer (see Section I, Paragraph E). The identity of the organization submitting the question(s) will not be revealed. Additional written questions may be submitted at the conference. All written questions received prior to the conference will be addressed orally at the conference, however oral responses are not binding until reduced to writing and posted at [www.rfpdepot.com](http://www.rfpdepot.com).

Attendance at the conference is highly recommended but is not a prerequisite for submission of a proposal. Potential Offerors are advised that only questions relevant to the RFP will be listed in the Addendum and posted on [www.rfpdepot.com](http://www.rfpdepot.com).

### **3. Deadline to Submit Additional Written Questions**

Potential Offerors may submit additional written questions as to the intent or clarity of this RFP until 5:00 P.M. on **4/16/2008**. All written questions must be submitted to the Procurement Officer (See Section I, Paragraph E) by e-mail with the questions contained in the body of the email or in an attached Microsoft Word document format. The Procurement Officer will not respond to questions submitted in any other manner or format.

### **4. Response to Written Questions/RFP Addendum**

Written responses to written questions and any RFP amendments will be listed on an Addendum which will be posted on [www.rfpdepot.com](http://www.rfpdepot.com) on **4/21/2008**.

### **5. Submission of Proposal**

**ALL OFFEROR PROPOSALS MUST BE RECEIVED FOR REVIEW AND EVALUATION BY THE PROCUREMENT OFFICER OR DESIGNEE NO LATER THAN 3:00 P.M. on 5/2/2008.** Proposals are to be received at the time and place specified in Section I, Paragraph E. All received proposals must be time stamped.

Proposals must be sealed and labeled on the outside of the package to clearly indicate that they are in response to "RFP # 818 – County Regional Public and Internal Notification System."

### **6. Proposal Evaluation**

The evaluation of proposals will be performed by an evaluation committee. The evaluation process will take place between **5/5/08 and 5/22/08**. During this time, the Procurement Officer may, at his or her option, initiate discussion with Offerors who submit responsive or potentially responsive proposals for the purpose of clarifying aspects of the proposals but proposals may be accepted and evaluated without such discussion. Discussions **MUST NOT** be initiated by the Offerors.

### **7. Selection of Short List Offerors**

Based on the results from the Evaluation Committee they shall submit a short list to the Procurement Officer. The Procurement Officer will validate the results and send notification letters to the offeror(s) on the short list on **5/27/2008**.

Offerors on the short list will be invited to participate in the subsequent steps of the procurement. If required, the schedule for the oral presentations will be determined at this time. To ensure adequate preparation, a presentation agenda will be included in the notification letter. The agenda will include the following: presentation date, time, and location; an overview of the functionality to be presented, if applicable. All presentations will be held in the County of Santa Clara.

**8. First Oral Presentation, Product Demonstration and Technical Architecture Discussions by Short List Offerors**

The short list Offerors will be required to present their systems to the Evaluation Committee. The Procurement Officer will schedule the date and time for each Offeror's presentation, product demonstration and technical architecture discussions during **6/2/2008** through **6/13/2008**. All Offeror presentations will be held in San Jose, California at a site(s) specified in the Notification Letter. Any special equipment configuration requirements or other Offeror needs must be stated in the Offeror's proposal. Offeror may be required to bring and set up the proposed models for testing. The Offerors will be responsible for all expenses associated with the system presentations.

Upon completion of this phase the Evaluation Committee shall decide to move forward with selected or all short listed Offerors to the second Product Demonstration.

**9. Second Product Demonstration**

The Procurement Officer will schedule the date and time for each Offeror's Second Product Demonstration during **6/23/2008** through **7/3/2008**.

Upon completion of this phase the Evaluation Committee shall select the Finalist(s) Offerors and make a recommendation to proceed with negotiations and best and final offers.

**10. Selection of Finalist(s)**

The Procurement Officer will send written notification to the Offerors. Only finalists will be invited to participate in the subsequent steps of the RFP process.

**11. Final Negotiations and Best and Final Offer**

The responsible Offeror(s) whose proposal is most advantageous to the County will be invited to enter into negotiations. Confidential discussions with one or more finalist Offerors may be conducted. Best and Final Offer request may be issued at the conclusion of negotiations. The Evaluation Committee shall review the best and final responses and make an award recommendation to the Director of Procurement.

**12. Contract Award**

The contract will be executed by the Board of Supervisors, or designee.

**13. Contract Commencement Date**

If the contract is awarded, the commencement date will be **9/1/2008**.

**C. GENERAL REQUIREMENTS**

This procurement will be conducted in accordance with the County's procurement policy and procedures.

**1. Acceptance of Conditions Governing the Procurement**

Offerors must indicate their acceptance of this section, Conditions Governing the Procurement section in the Letter of Transmittal, the required contents of which are described in Paragraph C.33 of this section.

**2. Incurring Cost**

Any cost incurred by the Offeror in preparation, transmittal, presentation of any proposal or material submitted in response to this RFP will be borne solely by the Offeror.

Any cost incurred by the Offeror for set up and demonstration of the proposed equipment and/or system will be borne solely by the Offeror.

**3. Prime Contractor Responsibility**

Any contract that may result from the RFP must specify that the prime contractor is solely responsible for fulfillment of the contract with the County. The County will make contract payments only to the prime contractor. County reserves the right to review contract(s) between prime and subcontractor.

**4. Subcontractors**

Use of subcontractors must be clearly explained in the proposal, and major subcontractors must be identified by name. The prime contractor must be wholly responsible for the entire performance whether or not subcontractors are used. Offeror must execute a Designation of Subcontractors on the form furnished by the County as Appendix K of this RFP.

**5. Amended Proposals**

An offeror may submit an amended proposal before the deadline for receipt of proposals. Such amended proposals must be complete replacements for a previously submitted proposal and must be clearly identified as such in the transmittal letter. The County personnel will not merge, collate, or assemble proposal materials.

**6. Offeror's Rights to Withdraw Proposal**

Offerors will be allowed to withdraw their proposals at any time prior to the deadline for receipt of proposals. The offeror must submit a written withdrawal request signed by the Offeror's duly authorized representative addressed to the Director of Procurement.

**7. Guarantee of Proposal**

Responses to this RFP, including proposal prices, will be considered firm and irrevocable for one-hundred and twenty (120) days after the due date for receipt of proposals or one-hundred twenty (120) days after receipt of a best and final offer, if one is submitted.

**8. Ownership of Proposals**

All documents and materials submitted in response to the RFP will become the property of the County.

**9. Basis for Proposal**

Only information supplied by the County in writing or in this RFP should be used as the basis for the preparation of offeror proposals.

**10. Form of Proposals**

No oral, telephone, facsimile or electronic proposals will be accepted.

**11. Late Responses**

All proposals submitted in response to this RFP must be delivered in person or received via courier or mail no later than the RFP due date and time. The Procurement Department time and date stamp will be the basis of determining receipt of proposal.

**12. No Public Bid Opening**

There will be no public opening for this RFP.

**13. No Obligation**

This RFP does not obligate the County or any of its agencies and departments to the eventual rental, lease, purchase, etc., of any equipment, software, or services offered until a valid written contract is fully executed.

**14. Sufficient Appropriation**

Any contract awarded as a result of the RFP process may be terminated if sufficient appropriations or authorizations do not exist. Such termination will be effected by sending written notice to the contractor. The County's decision as to whether sufficient appropriations and authorizations are available will be accepted by the contractor as final.

**15. Legal Review**

The County requires that all Offerors agree to be bound by the General Requirements contained in this RFP. Any Offeror concerns must be promptly brought to the attention of the Director of Procurement.

**16. Governing Law**

This procurement and any agreement with Offerors that may result must be governed by the laws of the State of California. Venue for legal action will be the County of Santa Clara.

**17. Contract Terms and Conditions**

The contract between the County and a contractor will follow the format specified by the County and contain the terms and conditions set forth in Appendix D - County of Santa Clara Agreement.

**18. Contract Negotiations**

Any additional terms and conditions that may be the subject of negotiation will be discussed only between the County and the selected Offeror and must not be deemed an opportunity to amend the Offeror's proposal.

**20. Contract Deviations**

Any additional terms and conditions that may be the subject of negotiation will be discussed only between the County and the selected offeror and shall not be deemed an opportunity to amend the offeror's proposal.

**21. Offeror Qualifications**

The Evaluation committee may make such investigations as necessary to determine the ability of the offeror to adhere to the requirements specified within this RFP. The Evaluation committee will reject the proposal of any offeror who is not a responsible offeror or fails to submit a responsive offer as determined solely by the Evaluation Committee.

**22. Change in Contractor Representatives**

The County reserves the right to require a change in contractor representatives if the assigned representatives are not, in the opinion of the County, meeting its needs adequately.

**23. Right to Publish**

Throughout the duration of this procurement process and contract term, potential Offerors, Offerors, and contractors must secure from the County written approval prior to the release of any information that pertains to the potential work or activities covered by this procurement or the subsequent contract. Failure to adhere to this requirement

may result in disqualification of the Offeror's proposal or termination of the price agreement.

**24. Insurance Certificate**

The contractor must provide the evidence of the ability to produce an insurance certificate as required.

**25. No Waiver**

The County's failure to address errors or omissions in proposals must not constitute a waiver of any requirement of this RFP by the County.

**26. Grounds for Disqualification**

Any false, incomplete or otherwise unresponsive statements, documents or information provided to the County in connection with a proposal may be cause for disqualification of the Offeror if, in the County's judgment, it is material. The County's decision to disqualify an Offeror must be final.

**27. California Public Records Act**

All proposals become the property of the County, which is a public agency subject to the disclosure requirements of the Public Records Act (PRA, California Government Code section 6250 and following). If proprietary information is contained in or attached to the written proposal, and Offeror claim's that it falls within one or more PRA exemptions, the proposal must clearly mark that information ""proprietary" or "confidential, " and identify the specific sections in the Letter of Transmittal. In the event of a PRA request for such information, the County will ask Offeror to provide a legal basis for exempting it under the PRA. If the Offeror provides an adequate legal basis to keep the information confidential, the County will request the Offeror agree in writing to defend and indemnify the County in any litigation that may result from denial of a PRA request. Unless Offeror responds timely and agrees to do so, the County will disclose the information under the PRA.

**28. Confidentiality**

All data and information gathered by the Offeror and its agents in this RFP process, including reports, recommendations, specifications and data, must be treated by the Offeror and its agents as confidential. The Offeror and its agents must not disclose or communicate this information to a third party or use it in advertising, publicity, propaganda, or in another job or jobs, unless written consent is obtained from the County. Generally, each proposal and all documentation, including financial information, submitted by an Offeror to the County is confidential until a contract is awarded, when such documents become public record under state and local law. The County discourages claims of confidentiality (except as provided herein during the evaluation process) or trade secret. However, if a Offeror makes this claim, after a contract, if any, is executed, then the Offeror (1) must clearly label each document deemed a trade secret or confidential; (2) must assist the County in defending a request for information which the Offeror has determined not to release; and (3) must indemnify and hold harmless the County from any loss, claim, or suit, including



attorney's fees, brought by any person regarding the claim for release of the documents. The County must not be responsible for any damages or losses incurred by an Offeror or any other person or entity because of the release of the documents.

**29. Termination**

This RFP may be canceled at any time and any and all proposals may be rejected in whole or in part when the Director of Procurement determines such action to be in the best interest of the County.

**30. Electronic Mail Address**

Most of the communication regarding this procurement will be conducted by electronic mail (e-mail). Potential offerors agree to provide the Procurement Officer with a valid e-mail address to receive this correspondence.

**31. Use of Electronic Versions of the RFP**

This RFP is being made available by electronic means. If accepted by such means, the offeror acknowledges and accepts full responsibility to insure that no changes are made to the RFP. In the event of conflict between a version of the RFP in the Offeror's possession and the version maintained by the Procurement Department the version maintained by the Procurement Department must govern.

**32. County Rights**

The County reserves the right to do the following at any time:

- a. Reject any or all proposal(s), without indicating any reason for such rejection.
- b. Waive or correct any minor or inadvertent defect, irregularity or technical error in a proposal or the RFP process, or as part of any subsequent contract negotiation.
- c. Request that offerors supplement or modify all or certain aspects of their proposals or other documents or materials submitted.
- d. Terminate the RFP, and at its option, issue a new RFP.
- e. Procure any equipment or services specified in this RFP by other means.
- f. Modify the selection process, the specifications or requirements for materials or services, or the contents or format of the proposals.
- g. Extend a deadline specified in this RFP, including deadlines for accepting proposals.
- h. Negotiate with any or none of the offerors.
- i. Modify in the final agreement any terms and/or conditions described in this RFP.
- j. Terminate failed negotiations with an offeror without liability, and negotiate with other offerors.
- k. Disqualify any offeror on the basis of a real or apparent conflict of interest, or evidence of collusion that is disclosed by the proposal or other data available to the County.
- l. Eliminate, reject or disqualify a proposal.
- m. To accept all or a portion of an offeror's proposal.

**33. Letter of Transmittal**

Each proposal received must include a letter of transmittal. The letter of transmittal **MUST**:

- a. Identify the submitting organization;
- b. Identify the name, title, telephone and fax numbers, and e-mail address of the person authorized by the organization to contractually obligate the organization;
- c. Identify the name, title, telephone and fax numbers, and e-mail address of the person authorized to negotiate the contract on behalf of the organization;
- d. Identify the names, titles, telephone and fax numbers, and e-mail addresses of persons to be contacted for clarification;
- e. Explicitly indicate acceptance of the Conditions Governing the Procurement stated in Section II, Paragraph C.1;
- f. Be signed by the person authorized to contractually obligate the organization;
- g. Acknowledge receipt of any and all addenda to this RFP; and
- h. Identify all sections of the proposal that the Offeror claims contain “proprietary” or “confidential” information.

### III. RESPONSE FORMAT AND ORGANIZATION

#### A. NUMBER OF RESPONSES

Offerors must submit only one proposal.

#### B. NUMBER OF COPIES

Offerors shall provide one original and twelve (12) identical copies of their proposal on or before the closing date and time for receipt of proposals. The original must be stamped "original" and contain original signatures on the necessary forms.

All of the original binders must be stamped "original". Original binders 1, 2 and 3 must contain all of the required signatures from the Offeror. The remaining sets should be copies of the original.

Offerors must also provide two electronic copy of their proposal Binder in CD-ROM format, prepared using Microsoft Office, Word, Excel, and Project.

#### C. PROPOSAL FORMAT

All proposal hardcopies must be typewritten/printed on standard 8 ½ x 11 paper (larger paper is permissible for charts, spreadsheets, etc.) and placed within a binder with tabs delineating each section. Hard copies should utilize both sides of the paper where practical.

##### 1. Proposal Organization

The proposal must be organized and indexed in the following format and must contain, at a minimum, all listed items in the sequence indicated. The electronic (CD) copy must follow the same format.

Binder	Content
Binder 1	<ol style="list-style-type: none"><li>1. Letter of Transmittal</li><li>2. Table of Contents</li><li>3. Executive Summary</li><li>4. Offeror Experience/Information</li><li>5. Past Performance (References)</li><li>6. Technical Functional Requirements (Appendix A)</li><li>7. Functional Requirements Response Form (Appendix B)</li><li>8. Project Implementation Plan and Project Management Team</li><li>9. SOW – Training Plan</li><li>10. SOW – Project Work Plan</li><li>11. System Documentation</li><li>12. Acceptance Test Plan</li><li>13. Risk Management</li><li>14. Value Added Services (Optional)</li><li>15. On-going Service and Support</li><li>16. Electronic Media (CD Roms)</li><li>17. Other Materials to improve proposal quality</li><li>18. Other Supporting Materials including Technical System Documentation, System Hardware Specifications, Samples or Examples</li></ol>

<b>Binder</b>	<b>Content</b>
Binder 2	19. County of Santa Clara Agreement (Appendix D) 20. Response to Agency Terms and Conditions 21. Offeror's Additional Terms and Conditions 22. License Agreement 23. Service and Support Agreement 24. Indemnity and Insurance Requirements (Appendix E) 25. Designation of Subcontractors (Appendix F) 26. Non-Collusion Declaration (Appendix G) 27. ASP Security Assessment Checklist (Appendix H)
Binder 3	28. Offeror's Financial Information 29. Offeror's Cost Proposal Form (Appendix C)

## **2. Proposal Preparation Instructions**

Within each section of their proposal, Offerors should address the items in the order in which they appear in this RFP. All forms provided in the RFP must be thoroughly completed and included in the appropriate section of the proposal.

The proposal summary may be included by Offerors to provide the Evaluation Committee with an overview of the technical and business features of the proposal; however, this material will not be used in the evaluation process unless specifically referenced from other portions of the Offeror's proposal.

Offerors may attach other materials that they feel may improve the quality of their responses. However, these materials should be included as items in a separate appendix in the binder.

## IV. SPECIFICATIONS/REQUIREMENTS AND OFFEROR SUBMITTALS

This section contains specifications and relevant information Offerors should use for the preparation of their proposals. Offerors should thoroughly respond to each specification.

### A. INFORMATION

#### 1. County Resources

The following resources will be provided to contractor personnel for use on this contract:

- Temporary work space
- Conference rooms for project briefings and training to County
- Use of telephone
- Use of copiers and fax machines

The contractor must provide its personnel with the required computing equipment.

#### 2. Technical Resources

For the purpose of preparing proposals, Offerors are to assume that the proposed system will be hosted by the Contractor at Contractor facilities. Contractor shall provide staffing and technology capabilities appropriate to specific project activities to fulfill project objectives

The County will provide project management, subject matter experts, technology support, and end users to participate in project implementation.

#### 3. Project Implementation Timeframe

For the purpose of preparing proposals, Offerors are to assume that the contract will be finalized on **9/1/2008** and the proposed system will be in full operation by **10/31/2008**.

##### **Project elements may include:**

1. Overall project plan, schedule and resource requirements.
2. Training approach, plan and schedule.
3. Application test plan and schedule.
4. Overall best practices and guidelines for system setup, organizational coordination and authorization hierarchy, workshop and documentation.
5. Policy guidelines document and discussion documentation.
6. Notification template and protocol guidelines workshop and documentation.
7. Presentations for stakeholders and participating organizations.
8. Deployment plan, schedule and resource plan.
9. Successful tested and implemented system.

#### 4. **Interfaces**

For the purpose of preparing proposals, Offerors are to assume that the system does not directly interface to other systems except for the communication infrastructure used for message delivery. Data import and export requirements are set forth in the system specifications. Offerors must provide any data file format requirements required to meet the specifications.

#### 5. **Data Conversion**

For the purpose of preparing proposals, Offerors are to assume that data file conversion **will not be** required by Offeror, but documentation of data import specifications and application programming interface API for data exchange must be provided.

#### 6. **Acceptance Test**

For the purpose of preparing proposals, Offerors are to assume that user agency personnel composed of both technical and user personnel resources will be available for acceptance testing during the scheduled testing period.

#### 7. **User Training**

For the purpose of preparing proposals, Offerors are to assume that the County retains the right to choose from various training programs presented by Offeror. The County anticipates the need to train more than 100 user personnel among participating agencies. This number includes trainers that may be deployed to train additional personnel.

#### 8. **Project Management**

For the purpose of preparing proposals, Offerors are to assume the contractor will be responsible for supplying expertise and leadership for the professional project planning and management of all tasks required for the success of this project through a single project manager. The completion of these tasks must be cooperatively managed by the Contractor's Project Manager and the designated County Project Manager.

This project involves new technology for the County and the County is relying on the contractor's project manager for planning, implementation, support, communication and leadership to ensure success and timely identification of problems.

Project management meetings will focus on discussing project progress, risk management, problem areas, next steps and future plans. Meeting minutes, action items, item/issues discussed and outstanding issues will be documented and distributed after each meeting by the Contractor's Project Manager.

The successful offeror shall provide all Project Management staff resources. The successful offeror's Project Manager will meet with a designated County Project Manager on a mutually agreed upon schedule to review project status and to identify and resolve any pending issues or problems; other members of the project team or County staff may be added to the list of required attendees as deemed appropriate.

## 9. **Technical Environment**

The following summarizes various existing information systems within the County that may have content useful for notification system deployment and operations activities. Although no direct system integration is required, awareness of the existing County systems and best practices of other notification system deployments may uncover opportunities the Offeror may wish to address in their proposal.

- **County Communications Computer-Aided Dispatch**

- County Communications is a standalone department that reports directly to the Office of the County Executive. The Department is responsible for 9-1-1 call processing for all unincorporated County areas and the Sheriff's three contract cities (Cupertino, Los Altos Hills and Saratoga); for radio dispatch operations for approximately 60 public safety and local government agencies, including the Office of the Sheriff, County Fire Department, Emergency Medical Services (EMS) and countywide Advanced Life Support (ALS) paramedic emergency medical transport services; and for the operation, support and maintenance of the County's public safety radio communications systems.
- Dispatch Operations utilizes an in-house developed computer-aided dispatching (CAD) application, which is also known as the Computer Assisted Public Safety System (CAPSS).
- The CAPSS application is hosted over several Microsoft-based servers that provide application and database operations in a distributed network environment. CAPSS is designed to evolve as technology and/or customer needs change over time. CAPSS allows direct and remote protected connectivity to many public safety agencies and staff.
- CAPSS is written in C, C++ and Visual Basic, and currently utilizes character-based workstations. The system also utilizes external interfaces for automated access to and use of systems for Enhanced 911, radio Push-To-Talk (PTT) Identification, Sheriff MIS, SLETS/AWS, personnel paging alerts (PagerNet & CALPage), Community Print Logging, time synchronization, FAX, station alerting and printer notification (Zetron), City of San Jose CAD link, mobile data/AVL/GPS, and hospital availability status (EMSystems).
- The CAD/CAPSS system's management reporting database systems utilize Microsoft SQL version 2000 and 2005 and additional PCs with MS-Access. The process imports flat files from the CAD and converts them to a relational database model. E9-1-1 telephone system utilizes Positron Power MIS server/workstations. All radio and telephone audio files are time-synchronized and maintained on a NICE digital logging system.

- **County Regional GIS Program**

- The County GIS is a coordinated program serving all departments and partner agencies throughout the County, including cities and Public Safety Special Districts. ESRI software is used under an enterprise software license structure. The County has a secure ArcSDE Oracle server as a data repository, ArcIMS web browser, ArcInfo, Arcview and other licenses. The GIS is supported by an expert team within ISD and is used within

various departments throughout the County. Oracle and ESRI licenses are maintained within 1 release of the latest offered by the vendor.

- The GIS data contains orthophotos, parcels, streets, addresses, environmental data layers, jurisdictional boundaries, census data, and increasingly operational data from public safety and planning agencies.
- Integration of applications with the GIS applications or GIS data will be coordinated with the County Information Services Department GIS team.

- **County Peoplesoft Human Resources System**

- Software: Version 8.9, Oracle Database
- Hardware: IBM AIX, P650
- Users: 400 local and remote
- The County utilizes the Peoplesoft HR/Benefits and Payroll applications to process bi-weekly payroll for over 15,000 employees. Information consists of standard employee profile data including salary, benefits, and personal information.
- There is additional custom code developed by County staff using COBOL and SQR.
- There is an existing interface to the Kronos time and attendance application.

- **BOC - Maintenance Management System for County Facilities Management**

- Software: Maximo (IBM), Java
- Hardware: HP DL380
- Users: 30 local, 30 web
- The County utilizes the Maximo application for work order management, maintenance and time management. Work orders and time are sent via batch processing to the SAP application. There is API capability in place that is currently not being used.

- **EMResource by EM System**

- Coordination of hospital emergency room and in-house bed availability, disaster, multi-casualty incident management, and 911/dispatch center communication system.
- Communicates with EMTrack
- Internet-based ASP application (no locally hosted software)
- Linked to County Communications Computer Aided Dispatch
- API Available – Unknown

- **EMTrack by EMSystem (Version 1.9.1)**

- Tracking of patients from large scale or hazardous materials events. Uses bar-coded triage tags and wrist bands to log the real-time location of patients from the field through admission to the hospital or hazardous materials decontamination process. Also used for tracking of patients evacuated from hospitals, skilled nursing facilities, etc.
- Communicates with EMResource



- Internet-based ASP application (no locally hosted software)
- API Available – Unknown
- **Resource Information Management System (RIMS)**
  - This is a web based system run by the State of California. It is used to communicate situation status and resource requests from Operations Areas to the Regional Emergency Operations Center (REOC). It is used by some cities to provide situation status and resource requests to the Operations Area.
- **Regional Emergency Alert System**
  - This is a radio-based system for disseminating alerts and warnings to the public via radio, television, and cable television. There is a conduit to the system via EDIS.
- **State of California, Emergency Digital Information System (EDIS)**
  - This is a web-based system run by the State of California. It is used to disseminate alerts and warnings to the public via web, phone, and email and will forward messages to EAS.
  - Based on Common Alerting Protocol (CAP).
- **Other Emergency Notification Systems**
  - California Health Alert Network

This is a web-based system run by the State of California. Santa Clara County is currently using it for alerting selected EOC staff. Once the new alerting system is in place, we should be able to discontinue use of this system.

- **Emergency Operations Centers at other County, City, and Public Safety Special Districts**
- **Other Dispatch systems operated within Santa Clara County region**

## **B. OFFEROR’S CORPORATE INFORMATION**

### **1. Executive Summary**

Include an executive summary which should be a one or two page summary intended to provide the Evaluation Committee with an overview of the significant technical and business features of the proposal.

### **2. Offeror Experience/Information**

The Offeror shall include in their proposal a statement of relevant experience. The Offeror should thoroughly describe, in the form of a narrative, its experience and success as well as the experience and success of subcontractors, if applicable in providing and/or supporting the proposed system. In addition, Offerors are required to provide the following information:

- a. Offerors shall provide the company name, business address, including headquarters and all local offices, and telephone numbers.

- b. Offerors shall provide a description of the Offeror's organization, including names of principals, number of employees, client base, areas of specialization and expertise, and any other information that will assist the Evaluation Committee in formulating an opinion about the stability and strength of the organization, and corporate status.
- c. Offerors shall provide the name of the jurisdiction in which the Offeror is organized and the date of such organization.
- d. Offerors shall provide a description of the depth of their experience implementing, installing and supporting the proposed system and an outline of the services they provide as part of this solution.
- e. Offerors shall provide a discussion of the type and duration of the business relationship with the manufacturer(s) whose products are included in the proposed systems (if applicable).
- f. Offerors shall provide a description that answers the following:
  - i. How long has the proposed product been in the market?
  - ii. How many active end users does the system support - for the largest customer?
  - iii. How many organizations are currently using the proposed system?
  - iv. Does the offeror have any state/county/city governments as clients?
  - v. What is the average size of the offeror's customer base (number of users)?
  - vi. What is the offeror's average customer retention rate (%)?
  - vii. What is the offeror's average customer tenure (years)?
  - viii. How often does the offeror release upgrades?
- g. Provide a complete disclosure if Offeror, its subsidiaries, parent, other corporate affiliates, or subcontractors have defaulted in its performance on a contract during the past five years which has led the other party to terminate the contract. If so, identify the parties involved and the circumstances of the default or termination.
- h. A list of any lawsuits filed against the Offeror, its subsidiaries, parent, other corporate affiliates, or subcontractors in the past five years and the outcome of those lawsuits. Identify the parties involved and circumstances. Also, describe any civil or criminal litigation or investigation pending.

### 3. **Financial Stability**

Offeror shall submit copies of the most recent years independently audited financial statements, as well as those for the preceding three years, if they exist. The submission shall include the audit opinion, balance sheet, income statement, retained earnings, cash flows, and notes to the financial statements. If independently audited financial statements do not exist for the Offeror, the Offeror shall state the reason and, instead, submit sufficient information such as the latest Dun and Bradstreet report to enable the Evaluation Committee to determine the financial stability of the Offeror. The Procurement Officer may request and the Offeror shall supply any additional financial information requested in a timely manner.

#### 4. Past Performance (References)

The Offeror's proposal shall include three external references from clients who are willing to validate the Offeror's past performance on similar projects. The minimum information that shall be provided for each client reference follows:

- a. Name of the contact person;
- b. Name of the company or governmental entity;
- c. Address of the contact person;
- d. Telephone number of contact person;
- e. Email address of the contact person;
- f. A description of the products and services provided and dates the products and services were provided.

At least **TWO** of the references for the proposed system shall be from a site of comparable or larger size where the proposed system has been installed and is in current operation. Offerors are encouraged to include additional references that they believe the Evaluation Committee would find helpful in thoroughly evaluating their past performance.

### C. TECHNICAL SPECIFICATIONS/FUNCTIONAL REQUIREMENTS

The County is seeking a contractor to provide a complete solution to satisfy our functional and technical requirements and one who is capable of providing the stated capacity and service levels as well as the training and technical support required to maintain the system in an operational status. The technical functional requirements are to be defined referencing the Technical Requirements, Appendix A to the RFP. The functional requirements are defined in the Functional Requirement Response Form Appendix B.

#### 1. Explanation of Technical Requirements (Appendix A)

Offerors must submit with their proposals the Technical Requirements, referencing Appendix A responding in a thorough narrative supported by references to the technical documentation. The response will permit the Evaluation Committee the ability to fairly evaluate the functionality of the proposed systems. Explanations of the columns and instructions regarding completing the form are referenced below.

#### 2. Functional Requirements Response Form (Appendix B)

Offerors must complete and submit with their proposals the Appendix B - Functional Requirements Response Form.

**Response Codes**—Place the appropriate letter designation in the “Availability” column according to the following codes and their description:

- A** – Specification is one that currently exists in the proposed system.
- B** – Specification is not in the proposed system but is a planned enhancement or will be added at no additional cost.
- C** – Specification is not part of the proposed software but will be added at additional cost included in the County's price. All such additional costs must be reported on an attachment to the cost response form.
- D** – Specification is not supportable in the proposed system.

**D. IMPLEMENTATION, PROJECT MANAGEMENT, TRAINING AND ON-GOING SUPPORT**

**1. Project Implementation Plan and Project Management Team**

- a. Offeror shall include the implementation plan the Offeror intends to employ for the project and an explanation of how it will support the project requirements and logically lead to the required deliverables. The description shall include the organization of the project team, including accountability and lines of authority.
- b. Offerors shall describe services to be provided to ensure success of the project e.g. publicize the system to employees, organizing support infrastructure and processes, consulting on content set up and management etc.
- c. Offerors shall describe how the relationship between the County and Offeror will be managed from an account and technical support perspective.
- d. Offerors shall describe what is required of the County to ensure the successful implementation of the system.
- e. Offerors shall include the steps that will be undertaken to identify and resolve any issues or problems before, during and after the implementation.
- f. Offerors shall include a list of proposed project staff and key personnel.
- g. Offerors shall provide resumes, experience narratives and at least one reference for key personnel who will be assigned to the project, if awarded the contract.
- h. The experience narratives should include relationship with the Offeror, including job title and years of employment with the Offeror; role to be played in connection with the proposal; relevant certifications and experience.
- i. The references shall include the following information:
  - i. Name of the contact person;
  - ii. Name of the company or governmental entity;
  - iii. Address of the contact person;
  - iv. Telephone number of contact person;
  - v. Email address of the contact person;
  - vi. A description of the services provided and dates the services were provided.

**2. SOW - Training Plan**

- a. The Offeror's proposal shall include a description for training three different audiences:
  - i. Power users/administrators, general users, Content creators and Instructors.
  - ii. Technical administrators of the proposed system.
  - iii. Technical operations staff and support staff for the proposed system.

- b. Offerors must describe the type and quantity of training that will be provided for each audience. The description must include:
  - i. The methods by which training will be provided e.g. online, on-site, webcast, self paced online courses etc;
  - ii. A recommended training curriculum;
  - iii. How the Offeror will work with the County to determine training needs and tailor the curriculum;
  - iv. What kind of training will be provided at what stage/phase of the project as well as follow-up training after implementation;
  - v. Ability to provide training at a County location.
- c. Offerors' descriptions must specify what training is included in the proposal and what is recommended beyond what is included.
- d. Offerors should describe the training facility requirements for physical layout, communication needs (internet connectivity, etc), projectors, # of computers, etc that are needed to fulfill the proposed training plan. Identify which elements of the training facility will be supplied by the Offeror.
- e. The Offeror shall describe how system documentation is provided (online, hard copy etc) for the initial implementation as well as future updates and releases.

### **3. SOW - Project Work Plan**

The Offeror's proposal shall include a detailed work plan for the implementation and operation of the proposed system based upon the phases and timeframe stated in Section IV and the information in response to Section IV as follows:

- a. **Task Level** -The plan shall include all activities necessary for a successful project down to the task level. No task can exceed more than eighty hours in the work plan.
- b. **Identify All Resources** - The plan shall clearly identify all Offeror (including subcontractors) and using agency resources required to successfully complete the project. The Offeror shall provide job descriptions and the number of personnel to be assigned to tasks supporting implementation of the project. Identify County resources needed for each task.
- c. **Plan Progress Charts** - The plan shall include appropriate progress/Gantt charts that reflect the proposed schedule and all major milestones. A sample project plan shall be submitted using Microsoft Project.

### **4. System Documentation**

- a. The Offeror shall describe the documentation provided to facilitate system implementation.
- b. The Offeror shall describe the System Administrator documentation provided.

- c. The Offeror shall describe if user groups exist to collaborate on issues pertaining to the Offeror's software, including how often and where they meet. Explain if the user group is a separate independent organization or funded and organized by the Offeror.
- d. The Offeror shall attach a listing summarizing available stock ("canned") reports provided by the solution and a sample of each.
- e. The Offeror shall describe how system documentation is provided (online, hard copy etc) for the initial implementation as well as future updates and releases.

**5. Acceptance Test Plan**

The Offeror's proposal shall include an acceptance test plan for the implementation and operation stated in Section IV. The plan shall individually address each system component that comprises of the proposed system, approach for load testing, and number of people to be involved in testing. The plan should document the acceptance testing approach, resources and/or tools that may be used to validate the functions and features of the proposed system. Include an example test plan that is representative of the structure, content, and level of detail planned for this project.

**6. Risk Management**

Offerors shall submit with their proposals a risk assessment using the methodology published by the Project Management Institute or other comparable methodology. Offerors should include risk mitigation strategies as well as the resources the using agency may utilize to reduce risk.

**7. Value Added Services (Optional)**

Offerors are encouraged but not required to propose any optional value added services they believe would help the using agency to effectively implement, operate or use the proposed system. Information provided in this section must be directly relevant to emergency notification systems and not exceed two (2) pages in length.

**8. On-Going Service and Support**

- a. Provide the normal hours and describe the channels (phone, email, web, etc.) for support. Describe how after hours support is provided. Describe the support and escalation process, including response times.
- b. Indicate the current version of the package. Indicate when the next major version of the package will be available. For major software upgrades, describe how often upgrades are released, how upgrades are defined, developed, tested and released, how customers are notified and educated about the upgrade. Describe the decision process on how new features and functions get included in the product.
- c. Will software upgrades, or other maintenance window, impose a service disruption on the system? If so, discuss frequency and duration of the service disruptions.
- d. Is there a user group? How often do they meet and where are the meetings? Is the user group a separate independent organization or funded and organized by the

Offeror?

- e. Offeror must submit a copy of the Offeror's Service and Support Agreement.

## **9. Oral Presentation and Demonstrations**

If selected as one of the short-listed proposers, Offerors agree to present their proposals and demonstrate their proposed systems to the Evaluation Committee and system stakeholders. In addition, Offerors agree to provide the Evaluation Committee the opportunity to interview proposed staff members identified by the Evaluation Committee in the finalist notification letter at the session. The Offerors proposed project manager is expected to conduct the session. A statement of concurrence is required.

Selected Offerors will be invited to participate in oral presentations and demonstrations in San Jose California. The County will provide presentation and exhibit space for exhibitors to conduct presentations. Sessions will be scheduled for the County and other project stakeholders (Cities and Public Safety Special Districts) to attend structured presentations by Offerors. Offerors should provide attendees printed information supporting their Oral presentation content. Offerors should plan for time and staff resources to meet with stakeholders in a one on one setting to address individual questions outside the oral presentations.

NOTE: Offerors shall provide all of the required computer equipment. The County will provide internet access required for the demonstration of their proposed systems. **Offerors shall include in their proposals a list of any and all addition special equipment, communications facilities or other resources required for the demonstration of their proposed systems.**

## **E. COST PROPOSAL**

Offerors shall complete the all pages of the Proposal Cost Response Form found in Appendix C and submit it with their proposals. The proposed costs shall directly relate to the **Project Work Plan**.

The County will evaluate all solutions proposed. If multiple deployment options are available, Offerors shall provide a cost response proposal for each solution proposed.

The proposed cost shall include:

- All services required to fulfill the proposed project plan including licensing, labor, travel, and incidental costs.
- First year licensing / hosting cost
- Subsequent year licensing / hosting costs
- Itemized listing of optional cost elements
- Differentiation of costs by annual fee, one time, fixed fee, variable fee based on what factors, etc.
- Detailed description of licensing / hosting costs if not a fixed annual fee
- All taxes, licenses and other fees

## **F. OTHER SUBMITTALS**

**1. License Agreement**

The contractor shall submit a representative license agreement for use of the proposed system. The license agreement shall not limit the number of county users, shall include all cities within the county as users, and enable Public Safety Special Districts and other entities that may be involved in regional or localized emergency notification processes.

The County prefers a single unlimited user license that allows all public entities and Public Safety Special Districts within the geographic area of Santa Clara County to be able to access the system as part of a coordinated notification group under the direction of the County.

**2. On-Going Service and Support Agreement**

Offeror shall submit a copy of the software service and support agreement.

**3. Insurance Requirements**

Offerors shall provide a certificate(s) of insurance or a copy insurance declaration page(s) with their proposals as written evidence of their ability to meet the insurance certificate and other applicable County insurance requirements in accordance with the provisions listed in the RFP. In addition, Offerors shall provide a letter from an insurance agent or other appropriate insuring authority documenting their willingness and ability to endorse their insurance policies making the County an additional insured.

**4. Designation of Subcontractors and Non-Collusion Declaration**

Offerors shall complete and submit with their proposal the Designation of Subcontractors Appendix F and Non-Collusion Declaration Appendix G with their proposals.

**5. Security Assessment Checklist**

Offerors shall complete the Security Assessment Checklist Appendix H

**6. Information Confidentiality and Ownership**

Information used in the system is sensitive and confidential in nature. Release or misuse of this data can create significant harm to the County and its citizens. Address, phone numbers, 911 files, pager, fax, and other device addresses, person names, personal preference profiles, callerID, GIS data, notification lists, and other data shall be owned solely by the County and may not be used, distributed, or shared by the Offeror for any purpose other than to support the scope of work pertaining to the County.

Offeror will be required to sign a GIS data non disclosure agreement if their proposed solution uses existing County GIS data.

Offeror shall submit a statement confirming the above statement along with its data security and privacy policy pertaining to such information.



## V. EVALUATION

### A. EVALUATION FACTORS

A contract will be awarded to the responsive, responsible Offeror whose offer conforms to the solicitation and which will be in the opinion of the County, the most advantageous and offers the greatest value and in the best interest of the County.

The proposal shall provide clear and sufficient detail to enable the Evaluation Committee to evaluate the responsiveness and quality of the proposal to each of the RFP requirements listed in Section IV. Factors determining the greatest value include, but not limited to the following:

- Adherence to the RFP;
- Ability to meet the technical and functional requirements;
- Experience, financial strength and reputation of the Offeror;
- Quality and depth of Offeror's references and demonstrated successful implementation, service and support of the system;
- Offeror's service capabilities and commitment;
- Price proposal;
- Oral Presentations and Product Demonstrations.

### B. EVALUATION PROCESS

The County has adopted a 7-step evaluation process which is described below.

#### 1. Proposal Clarifications

The Procurement Officer may, at his/ her option, initiate discussion with Offerors who submit responsive or potentially responsive proposals for the purpose of clarifying aspects of the proposals, but the proposals may be evaluated without such discussion.

#### 2. Proposal Evaluation

Responsive Offeror proposals will be evaluated based upon the factors stated in Section V, Item A – Evaluation Factors. The responsible Offerors with the highest scores will be selected as finalist Offerors based upon the proposals submitted.

#### 3. Selection of Short List Offerors

The evaluation committee may eliminate from further consideration any proposal scoring less than 70% of the evaluation points available or any proposal which it considers deficient in one or more of the evaluation criteria.

Offerors on the short list will be invited to participate in the subsequent steps of the procurement. If required, the schedule for the presentations will be determined at this time. To ensure adequate preparation, an agenda will be included in the notification letter. The agenda will include the following: presentation date, time, and location; a list of features and functionalities to be performed; and the data to be used during the demonstration, if applicable. All demonstrations will be held in the County of Santa Clara.

**4. First Oral Presentations, Product Demonstrations and Discussions**

The short listed Offerors will be required to present their proposed system, demonstrate and have discussions with the Evaluation Committee and invited members of County management. The sessions will be conducted in accordance with written instructions provided by the Procurement Officer.

Upon completion of this phase the Evaluation Committee shall decide to move forward with selected or all short listed Offerors to the second Product Demonstration.

**5. Second Product Demonstration**

The selected Offerors will be required to present their proposed system to County users and stakeholders from other public entities.

Upon completion of this phase the Evaluation Committee shall select the Finalist(s) Offerors.

**6. Selection of Finalists**

The Evaluation Committee will submit a list of finalist(s) to the Procurement Officer who will validate the results. The Procurement Officer will send notification letters to the finalist(s), as well as to those offeror(s) who have been eliminated. Only finalist(s) will be invited to participate in the subsequent steps of the procurement.

**7. Final Negotiations and Best and Final Offer(s)**

The responsible Offeror(s) whose proposal is most advantageous to the County will be invited to enter into negotiations. Confidential discussions with one or more finalist offerors may be conducted. Best and Final Offer requests may be issued at the conclusion of negotiations. The Evaluation Committee shall review the best and final responses and make an award recommendation to the Director of Procurement.

**8. Contract Award**

The contract will be executed by the Board of Supervisors, or designee.

## APPENDIX A – TECHNICAL REQUIREMENTS

### 1. Description of System

- a. Offerors must provide a description of the proposed product, database, software and services as they will be configured during the term of the system implementation, including how the proposed system will meet or exceed the requirements stated in the entire RFP. Include sufficient technical information about the application, operating environment and performance data to enable the County to determine whether or not the proposed system meets the technical environment prerequisites specified in Section IV.
- b. Offerors must identify/list all software required for the solution that is not supplied directly by the Offeror (any/all third party software).
- c. Offerors must describe the system architecture with diagrams demonstrating how the system can meet capacity and performance requirements.
- d. Offerors must provide an overview and/or benchmarks relating to the system's ability to process information in real time. Include the number of calls initiated, completed, concurrent users as well as named users the proposed system will accommodate and state the maximum number of recommended users. Site system and network environment used to establish the benchmark and contrast to the proposed hosting environment.
- e. Offerors must identify all licensing requirements for all modules and interfaces as applicable.
- f. Offeror must describe how the requirements for a test environment will be met.
- g. Offeror must describe the specifications for the client side computer as applicable e.g. OS type including version, Browser requirements, minimum and maximum screen resolution limits, footprint on client etc.
- h. Offeror must describe the process for application change management and customer notification for application updates/patches; new releases etc and how often updates and releases are made available. Include a listing of the date and brief description of application updates/patches released during the last two years.
- i. Offeror must describe the capabilities of maintaining a test environment.
- j. Offerors must define the scalability of the proposed system.
  - i. Can the system be purchased in modules and expanded?
  - ii. How scalable is the proposed software regarding the number of users?
- k. Offeror must describe the minimum monitor or screen resolution limit.
- l. Offeror must provide application and system support 24/7, 365. Provide information on support hours, how support can be requested and how support is provided.
- m. Offeror must provide the company escalation and response plan, and describe how issues are triaged and escalated.
- n. Offeror must provide the average response time of the proposed system.

- o. Offeror must describe the level of customization available without a programmer or vendor support.

## **2. Backup/Recovery**

- a. Offeror must describe the backup capabilities for the proposed system, including process for how backups are performed.
- b. Offeror must describe the Disaster Recovery plan, including requirements for zero-downtime.
- c. Offeror must describe the notification provided if a system failure occurs, including major and minor hardware and software issues, log reports and historical information.

## **3. Storage**

- a. Offeror must explain how data is archived (e.g., on demand, automatically, via optical disk, etc.) and the software used to perform the archive.
- b. Offeror must describe the archive scheme for the system, including the recommended length of time data is retained on the production system and the availability of data for reporting after archiving.
- c. Offeror must describe the maximum size of the database and the largest currently operating production and archive directories.

## APPENDIX B – FUNCTIONAL REQUIREMENTS RESPONSE FORM

OFFEROR NAME: \_\_\_\_\_

*Response Code:* Respondent should place the appropriate letter designation in the “Availability” column according to the following codes and their description:

- A. Specification is one that currently exists in the proposed software in the current production version
- B. Specification is not in the proposed software but is a planned enhancement or will be added at no additional cost.
- C. Specification is not part of the proposed software but will be added at additional cost included in the County’s price. All such additional costs must be reported on an attachment to the cost response form.
- D. Specification is not available in the proposed software.

**3<sup>rd</sup> Party Software:** Indicate the software name and vendor, version number and options if 3<sup>rd</sup> party software is needed to fulfill the function. This information supplements the Response Code outlined above.

**Comments:** Provide brief information if needed to clarify response.

Functional requirements are organized into the following categories:

- 1.0 General Requirements
- 2.0 Activation Area
- 3.0 Message Creation
- 4.0 Contract Profile Management
- 5.0 Notifications/Calls
- 6.0 Call Response
- 7.0 Website Management
- 8.0 Reporting
- 9.0 Security
- 10.0 Integration
- 11.0 Testing
- 12.0 Administration
- 13.0 Documentation
- 14.0 System Architecture

	Description	Availability	Estimated Delivery Date (For B, C Availability)	3rd Party Product	Comments
1.0.	<b>General Requirements</b>				
1.1.	Design as a Mass Notification System. Santa Clara County will re-brand the application to represent regional bonding determined by the County.				
1.2.	Proven technology solution deployed, accepted, and performing as required by government agencies with call lists of at least 250,000.				
1.3.	Vendor-operated SaaS (Software as a Service, aka Application Service Provider (ASP)) system that is web-based and useable from computers with broadband Internet access.				
1.4.	Provide configurable workflows and authorization controls to facilitate multi-user and multi-agency concurrent use of the system including separate levels for message composition, bonding, staging, and authorization to send.				
1.5.	Web browsers supported should include various versions of: Microsoft Internet Explorer, Mozilla, Java, Safari and other common browsers. List browsers and versions supported by the application.				
1.6.	Available 24 hours a day, 7 days a week, and three hundred sixty five days a year.				
1.7.	Capable of directly launching a notification event via a personal computer with Internet access or telephone (land-line or cell).				
1.8.	Secure multi-user, multi- role access and use by authorized and authenticated users. Multi level administration of application functions across multiple organizations (county, cities, public safety special districts, etc.) shall be supported.				
1.9.	Accessible to multiple concurrent users who can provide an authorized and authenticated login and password to initiate multiple requests.				
1.10.	User and Administrator Internet access must be provided through HTTPS secure communications.				
1.11.	Compliant with the Common Alerting Protocol (CAP).				
1.12.	Support mass notification of the public.				

	Description	Availability	Estimated Delivery Date (For B, C Availability)	3rd Party Product	Comments
1.13.	Support mass notification of internal government resource (employees and contractor).				
1.14.	Public Mass Notification Summary.				
1.14.a	Public and businesses are able to subscribe.				
1.14.b	Group or individual notification.				
1.14.c	Message status tracking (receipt confirmation, error, response to questions).				
1.14.d	Ability for message recipient to provide response code to message.				
1.14.e	Ability to terminate device notification sequencing for an individual when a message receipt confirmation is received (to prevent redundant multi device notification).				
1.14.f	Notification can cascade across multiple notification systems using CAP (EDIS, EAS, ...).				
1.15.	Internal Notification Summary.				
1.15.a	Ability to target messages to internal groups and individuals.				
1.15.b	Ability to integrate with PeopleSoft to import employee information into lists.				
1.15.c	Message status tracking (receipt confirmation, error, response to questions).				
1.15.d	Ability for message recipient to provide response code to message. Ability to terminate device notification sequencing for an individual when a message receipt confirmation is received (to prevent redundant multi device notification).				

	Description	Availability	Estimated Delivery Date (For B, C Availability)	3rd Party Product	Comments
1.15.e	Address volunteer registration and interface with other volunteer registries (SUASI/State).				
1.15.f	Message center and/or IVR capabilities to provide specific instructions to Disaster Service Workers / Volunteers / Contractors. Please explain how you fulfill this requirement.				
1.16.	The system shall function for special needs community members (ex. disabled, elderly, hearing impaired users (TDD/TTY)) List the functions and methods used for communicating with special need communities.				
1.17.	Utilize a graphical user interface (GUI) while providing a geographic map view of the county.				
1.18.	Use existing County supplied GIS (ESRI) data with standard coordinate systems and projections.				
1.19.	This map shall have the ability to scroll and zoom in and out and selectively include or exclude data layers by a user and configurable for scale dependent display.				
1.20.	Ability to create member lists using any combination of geospatial area identification, attribute selection or individual user assignment to groups. Members may be assigned to any number of groups.				
1.21.	The system shall allow for pre-scheduled notifications that are re-occurring, such as notifications for training on a specific day of month, time of day, or when scheduled.				
1.22.	Groups (ex. employees, disabled, elderly, first responders...) may be identified for priority notification delivery.				
1.23.	Groups shall allow groups nested within them.				
1.24.	Ability to import data from external applications and databases. Explain import and export formats supported and describe the process.				

2.0. **Activation Area**

2.1.	The ability to create and save activation areas used to define mass notification lists.				
2.2.	The ability to save activation scenarios.				



	Description	Availability	Estimated Delivery Date (For B, C Availability)	3rd Party Product	Comments
2.3.	Ability to exclude selected areas and their associated telephone numbers, or allow removal in individual notification number by list editing, from within an activation area.				
2.4.	Ability to define activation areas using text based search criteria, GIS capabilities, and direct list editing.				
..	<b>Activation Area Definition with Search</b>				
2.5.	Ability to save the search results as an activation area.				
2.6.	Utilize a "Search Box" where all search criteria including sort order can be selected by the user.				
2.7.	Use soundex as its searching method.				
2.8.	Search by the following criteria:				
2.8.a	Specific Address				
2.8.b	Street names (The entire street must be displayed)				
2.8.c	Street block range (Hundred block ranges)				
2.8.d	Cross streets				
2.8.e	Community				
2.8.f	Thomas Brothers map coordinates				
2.8.g	Various GIS coordinates, including Latitude and Longitude using standard Santa Clara County coordinate projection.				

	Description	Availability	Estimated Delivery Date (For B, C Availability)	3rd Party Product	Comments
2.8.h	Geographic area names defined in GIS (i.e. city, census blocks, zip codes, response areas (ZBB)).				
2.8.i	Other user defined criteria.				
2.9.	Upper or lower case entries shall generate the same results.				
2.10.	An indicator when a search is in progress and when a search has been completed.				
2.11.	Display "No Match" if there are no records matching the search criteria.				
2.12.	If more than one record matches the search criteria the application shall give options for determining the correct record.				
2.13.	Search results shall be returned in some sort order (e.g. street name, street address etc.). This sort order shall be selectable by the user in the Search Box.				
2.14.	When a search is completed the results shall be highlighted on the GIS map. For example, if a street is queried the entire street shall be highlighted. This highlighting shall remain even if the user scrolls or zooms in and out.				
..	<b>Activation Area Definition with GIS</b>				
2.15.	Ability to import pre-existing GIS shape files polygons (e.g. neighborhood boundaries, plume areas) to quickly define the activation area.				
2.16.	Ability to define activation areas by drawing a free-form polygon from selecting points on the GIS map provided within the application.				
2.17.	Shall exclude "island" polygons within a selection area.				
2.18.	Provide the count of individuals to be notified within the activation area as the area is being defined by the geographic selection tools.				
2.19.	Mapping application shall display street names and hundred blocks at appropriate scales.				

	Description	Availability	Estimated Delivery Date (For B, C Availability)	3rd Party Product	Comments
2.20.	If names and addresses are suppressed, a user may mouse over or click a street to view names and 100 blocks.				
2.21.	Ability to define activation areas by connecting multiple polygons.				
2.22.	Ability to designate specific area codes as activation areas.				
2.23.	Spatial expansion of selected activation areas by designating a radius or buffer distance.				
2.24.	Unlimited activation areas may be defined and stored as unique area definitions.				
..	<b>Call List Management</b>				
2.25.	Import lists from external databases using simple data formatted files such as CSV (comma separated value). Describe capabilities, file formats supported, and the process.				
2.26.	Ability to manage list members and their data at as a single update that affects all references to that member from lists they are associated with.				
3.0.	<b>Message Creation</b>				
3.1.	Able to attach documents to messages.				
3.2.	Call-in message creation.				
3.3.	Pre-defined call scripts may be created and retrieved.				
3.4.	Pre-recorded Voice.				
3.5.	Record message by calling into a voice recording center.				

	Description	Availability	Estimated Delivery Date (For B, C Availability)	3rd Party Product	Comments
3.6.	Text-to-speech capability.				
3.7.	Library for unlimited pre-recorded message creation in multiple languages.				
3.8.	Create personal one-time or recurring reminder messages in multiple languages.				
3.9.	Create a custom greeting to be used in messages.				
3.10.	Ability to record a voice messages via microphone on computer.				
3.11.	Create Polling Y/N, multiple choices for surveying.				
3.12.	Capability to require authorization to issue message.				
3.13.	Control message lengths based on format (i.e. text vs. email).				
3.14.	All messages can be branded to reflect the agency sending the message. (e.g.) County, departments/agency, cities, public safety special districts).				
3.15.	Access to branded message templates shall be managed through access controls based on individual user permissions.				
3.16.	Override default caller ID text (i.e. caller ID could be set to "emergency evacuation notice").				
4.0.	<b>Contact Profile Management</b>				
4.1.	Provide the ability to manage individual profiles for each contact person.				

	Description	Availability	Estimated Delivery Date (For B, C Availability)	3rd Party Product	Comments
4.2.	Allow residents and commercial businesses the ability to self-register cell phones and other telephone numbers, pagers, FAX, and other messaging devices not in the database, language preferences, alert level preferences, message types, and profile their capabilities and resources.				
4.3.	A contact profile is intended to allow notification process customization to enhance the notification process effectiveness. Individual contact person profiles shall provide for:				
4.3.a	List and phone numbers of multiple communication devices.				
4.3.b	Identification of notification sequencing of the devices.				
4.3.c	Message class association to device (critical to pager, non critical to email, etc.).				
4.3.d	Types of messages to receive or elect not to receive.				
4.3.e	Time of day notification device preference (i.e. home phone for nighttime notification).				
4.3.f	Security code management for user to retrieve secure messages.				
4.3.g	Suppress ability to leave message on answering machine.				
4.3.h	Language preference.				
5.0.	<b>Notifications/Calls</b>				
..	<b><i>Notification Capabilities</i></b>				
5.1.	Identify the number of 30 second voice messages that can be sent and confirmed in one hour.				
5.2.	Identify the number of 30 second voice messages that can be sent and confirmed in one hour through a long distance carrier into the County of Santa Clara.				

	Description	Availability	Estimated Delivery Date (For B, C Availability)	3rd Party Product	Comments
5.3.	Notifications shall commence without delay upon launching a notification.				
5.4.	Individuals identified for notification may be notified by any combination of a land-line phone, cell-phone (voice and text message), fax machine, BlackBerry™, pager, SMS, WAP Phone Satellite, computer (e-mail), FAX, and/or Personal Digital Assistant (PDA).				
5.5.	Ability to interoperate or communicate with radios and sirens.				
5.6.	Ability to send multiple messages simultaneously to different, overlapping, or identical activation areas. (Concurrent messaging by different organizations (county/city)).				
5.7.	The recipient shall have the ability to respond to the message by pressing keys on their telephone. The minimum responses required are:				
5.7.a	Confirm Receipt of the Message				
5.7.b	Please Repeat the Message				
5.7.c	I Need Assistance				
5.7.d	I am Able/ Unable to Respond-Report to Work (First Responders Only).				
5.8.	Enable broadcast setting to automatically rebroadcast to recipients who did not confirm receipt of initial message.				
5.9.	Perform as many redial attempts needed as determined by the user(s).				
5.10.	Schedule broadcasts for later delivery and/or recurring messages.				
5.11.	Based on user permissions, grant priority in queue to emergency messages.				

	Description	Availability	Estimated Delivery Date (For B, C Availability)	3rd Party Product	Comments
5.12.	Message creation, scheduling, and activation shall be controlled through defined workflows that control and document creation and approval based on user role.				
5.13.	Standard workflows may be overridden by authorized users.				
5.14.	Set or reset notification priority for active or scheduled notifications.				
5.15.	Pause or cancel scheduled or active notifications.				
5.16.	Ability to restart paused or cancelled notifications.				
5.17.	Describe how concurrent notification prioritization is managed for Santa Clara County.				
5.18.	Describe how concurrent notification prioritization is managed between Santa Clara County and other clients using your application.				
5.19.	Can Santa Clara County obtain non conflicted notification priority? Describe how and if there are cost implications of this capability.				
5.20.	Choose specific sequencing of contact group processing for each broadcast.				
5.21.	When broadcasting to a notification list consisting of multiple groups, where individuals may be in more than one group, automatically contact an individual only once to prevent redundant notification.				
5.22.	Allow Multiple contact cycles per broadcast.				
5.23.	When sending to a group, provide control to stop group notification once a member of the group responds affirmatively to a notification.				
5.24.	Real time delivery tracking, SMS served through mobile phone numbers.				

	Description	Availability	Estimated Delivery Date (For B, C Availability)	3rd Party Product	Comments
5.25.	Supports Auto-Attendants, Phone Extensions, IVR.				
5.26.	Supports Operator transfers.				
5.27.	Supports text Paging (via SMTP).				
5.28.	Supports Two-way/One-way Pager communication (SNPP Only).				
5.29.	Ability to send voice and text messages simultaneously.				
<b>.. Notification/Call Broadcasting</b>					
5.30.	Provide unique broadcast identifiers to prevent multiple messages.				
5.31.	Phone based and Web-based broadcast activation via any web browser.				
5.32.	An API is available to enable notification activation from remote applications e.g. CAD system.				
5.33.	Ability to recognize human voice vs. an answering machine and respond accordingly with predefined response logic. (e.g. leave a different message or none for answering machine).				
5.34.	Wait until the outgoing message from an answering machine or voicemail has ended prior to leaving the emergency notification message.				
5.35.	Authenticate that each message was delivered AND received.				
5.36.	Override call blocking technology.				
5.37.	Real time status updates sent via email to key staff.				



	Description	Availability	Estimated Delivery Date (For B, C Availability)	3rd Party Product	Comments
6.0.	<b>Call Response</b>				
6.1.	Alternative response methods are available to vulnerable populations with speech, visual, mobility or other limitations. Describe alternatives.				
6.2.	Enable Toll-free via any phone using 24/7 live telephone operator or interactive Voice response.				
6.3.	Call-in Message Retrieval and web-based Retrieval via any web browser.				
7.0.	<b>Website Management</b>				
7.1.	Website content management system (CMS) designed for non technical users to manage website content.				
7.2.	Secure multilevel CMS authorizations for content creation and approval.				
7.3.	Design and stage "dark pages" in anticipation of possible emergency event.				
7.4.	Activate dark pages from Internet connection from any location via internet connection.				
7.5.	Ability to design and manage multiple websites within same CMS environment.				
7.5.a	Public websites – public accessible when activated.				
7.5.b	Testing and training.				
7.5.c	Secure emergency communications – collaboration and information sharing.				
7.6.	CMS Features				

	Description	Availability	Estimated Delivery Date (For B, C Availability)	3rd Party Product	Comments
7.6.a	Customizable web page templates				
7.6.b	Blogs				
7.6.c	RSS feeds				
7.6.d	Support multi-media content				
7.6.e	Automatic content consolidation / organization by content tags				
7.6.f	Content search				
7.6.g	Event calendar with event content drill down				
7.6.h	Secure chat room for real-time interaction between users e.g. JIC Joint Information Center where public information officers come together. The communications shall be unrecordable.				
7.7.	Collect and manage registration of users.				
7.8.	Manage self subscriptions for users seeking automated notification				
7.9.	Complete content management archive and version management to assure complete record of all website and document content.				
7.10.	Document repository that manages document version changes.				
7.11.	Subscribe to media contact lists to facilitate broadcasting press releases and other information to media.				

	Description	Availability	Estimated Delivery Date (For B, C Availability)	3rd Party Product	Comments
7.12.	Administrative tools:				
7.12.a	User account management				
7.12.b	Master site administration console to manage permissions and status of sites.				
7.12.c	Site use analytics				
7.13.	Web-based inquiry management for request/comments from the public, news media, and stakeholder organizations.				
8.0.	<b>Reporting</b>				
8.1.	Produce ad-hoc reports using all application data. Specify report formats supported.				
8.2.	Authorize users to design and publish reports that can be stored for future execution.				
8.3.	Export to Microsoft 2007 (and earlier) Excel or CSV format.				
8.4.	All reports shall be updated in real-time.				
8.5.	Ability to produce a detailed usage report.				
8.6.	Ability to produce a detailed member and registration reports.				
8.7.	Provide reports in XML and PDF.				
8.8.	Configure interactive reports with internal links to enable drill down of more detailed information. (i.e. provide summary of call statistics and enable clicking of statistics to view associated call records).				

	Description	Availability	Estimated Delivery Date (For B, C Availability)	3rd Party Product	Comments
8.9.	Ability to produce a detailed broadcast report with history and audit trail.				
8.10.	Produce un-editable archive (audit trail) of message composition, scheduling and broadcast activities, users composing and authorizing broadcasts, message content, notification settings, and individual call history with responses and time stamps.				
8.11.	Broadcast dashboard providing real time status of broadcast progress.				
9.0.	<b>Security</b>				
9.1.	Support multiple roles based on groups and levels of administrative access e.g. cities, counties, etc.				
9.2.	Control access to application functions based on roles.				
9.3.	Provide both administrator and user access with password protection at both the application and data levels.				
9.4.	The ability to define multiple user groups with different levels of access.				
9.5.	Describe password management methodology to ensure security of password storage and during transmission across the network. Describe approach and options.				
9.6.	The system shall have the ability for audit and login tracking.				
9.7.	Vendor needs to work with carriers to verify that overloads in local systems are resolved.				
9.8.	Data centers should have multiple ISP's.				
9.9.	SMS messages must be guaranteed to all cell phone providers.				

	Description	Availability	Estimated Delivery Date (For B, C Availability)	3rd Party Product	Comments
9.10.	Load balancing and throttling to maximize call volume.				
9.11.	There can be no single point of system failure.				
10.0.	<b>Integration</b>				
10.1.	Open standards Web service application programming interfaces (API).				
10.2.	Allow building of APIs between mass notification system and internal systems of the county.				
10.3.	Describe API and other integration methods supported by your application.				
11.0.	<b>Testing</b>				
11.1.	Schedule routine testing of all message types to all defined devices / staff.				
11.2.	Ability to troubleshoot failed activations.				
11.3.	Acceptance testing should include live test of system at least 10% capacity.				
11.4.	Ability to test using 911 list.				
12.0.	<b>Administration</b>				
12.1.	Ability to allow members to access and control their own contact information.				
12.2.	Ability to select privacy options according to member preference.				
12.3.	Ability to prioritize contact paths based on emergency / standard notifications.				

	Description	Availability	Estimated Delivery Date (For B, C Availability)	3rd Party Product	Comments
12.4.	Single member update, addition or removal with option to cascade changes across all associated groups/ teams.				
12.5.	Capability to update multiple records with data export / import capabilities.				
12.6.	Ability for administrator to delegate and define hierarchies of authority.				
12.7.	Ability to define top-level organization with fully functional sub-organizations. May include several parallel mid and sub level organizations.				
12.8.	Identify the number of administrative hierarchies and organizational units that can be configured within the application.				

	Description	Y/N	Estimated Delivery Date (For B, C Availability)	3rd Party Product	Comments
<b>13.0. Documentation</b>					
13.1.	Is the Information Model (e.g., data dictionaries and schema information) provided for all databases?				
13.1.a	If yes, describe how and in what form the Information Model is made available to users. That is, is it on CD, the web, hardcopy, etc.?				
13.2.	Does your application maintain on-line user-defined documentation and procedures?				
13.2.a	Can be edited by the user				
13.2.b	Provide spell/grammar check capability				
13.2.c	Searchable by key words				
13.2.d	Download information from existing text files				
13.2.e	Glossary of terms				
13.2.f	Standard operating procedures				
13.2.g	Policies				
13.2.h	Statutes and codes				

	Description	Y/N	Estimated Delivery Date (For B, C Availability)	3rd Party Product	Comments
13.3.	Does your application have the ability to manage documentation versioning and change tracking?				
13.4.	A full set of user documentation should be available detailing the functionality of the application. User documentation should be in a narrative form and should be understandable to non-technical users. Also, an on-line version of this documentation is desired to allow key word searching to facilitate location of the needed text.				
13.4.a	On-line context-sensitive help functions				
13.4.b	On-line user-friendly tutorial				
13.4.c	On-line documentation and user guide				
13.4.d	Keyboard templates				
13.5.	A full set of technical documentation describing your applications design, operations, troubleshooting, and performance tuning should be made available to the system administrator.				
13.5.a	Operator's Guide				
13.5.b	System Manager's Guide				
13.5.c	Other (please describe)				
14.0.	<b>System Architecture</b>				
14.1.	In the space provided or on an attachment, please answer the following questions about system architecture. Omitted responses may be a cause for classifying a RFP 'non-responsive,' resulting in elimination of the vendor response from further consideration.				



	Description	Y/N	Estimated Delivery Date (For B, C Availability)	3rd Party Product	Comments
14.2.	Provide a diagram of your application architecture. Include a description of the system infrastructure, including a network diagram, description of their data centers, associated IT and physical security, and telecommunications systems.				
14.3.	Describe how our messages / calls will be routed via the Internet and public phone networks to ensure they get priority delivery during an emergency.				
14.4.	Capable of using 911 data. Does your application meet this requirement?				
14.5.	Capable of geocoding the 911 data into County supplied ESRI street and address data. Does your application meet this requirement?				
14.6.	Accessible from multiple workstations across multiple domains. Does your application meet this requirement?				
14.7.	Does the proposed solution support printing using standard LAN-connected printers?				
14.8.	The system architecture must be redundant and capable of maintaining functionality in the event that one or more servers fail. Does your application meet this requirement?				
14.9.	Provide a diagram of your carrier, power, and database redundancy.				
14.10.	Import orthophotography as background layer information. Does your application meet this requirement?				
14.11.	Function for non-English speaking populations. Does your application meet this requirement?				
14.12.	List languages supported and which notification functions (i.e. voice messaging, text messaging, text to voice conversion, message translation (between which languages) etc.?				
14.13.	Ability to determine language preference defined in profile and provide appropriate language message?				

**APPENDIX C - PROPOSAL COST RESPONSE FORM**

Offeror's Organization Name: \_\_\_\_\_

**Section I – One Time Costs**

DESCRIPTION	PROPOSED PRICE
1. Proposed Software (1st year license)	
2. Customization	
3. Installation/Implementation	
4. Project Management	
5. Training, including all materials	
6. Travel Expenses* (see Section II below)	*
7. Other Costs** (see Section III below)	**
8. Applicable Sales Tax	
<b>Total One Time Cost</b>	

**Section II – Travel Expenses\***

Please itemize the travel expense in Row 6 in the above table, if any.

Description _____	Cost _____
1. _____	\$ _____
2. _____	\$ _____
3. _____	\$ _____
4. _____	\$ _____ *

**Section III – Other Costs\*\***

\*Please itemize all other costs, including, but not limited to: enhancement at an additional cost, proposed modules, third party software to operate the proposed software, etc. Use an attachment, if necessary. Be sure to state the total cost in Row 7 in the above table.

Description _____	Cost _____
1. _____	\$ _____
2. _____	\$ _____
3. _____	\$ _____ **

**Section IV – Recurring Annual Costs**

List any recurring cost below.

SOFTWARE, SERVICE AND SUPPORT	LIST PRICE/COST	PROPOPOSED COST	DISCOUNT % OFF LIST PRICE/COST
1. Year One			
2. Year Two			
3. Year Three			
<b>TOTAL</b>			

**Section V – System Usage Charges**

DESCRIPTION	PROPOSED PRICE PER UNIT
1. One Minute Voice Message via Telephone	
2. One Facsimile Page via Telephone	
3. One email notification	
3. Text Message via SMSC	
4. Email via SMTP	
5. Public self registration of phone numbers and preferences via website	
6. Other charges (itemize description and price per unit)	

**Section VI – Other Value Added Services:**

Please itemize other value added services cost below.

<u>Description</u>	<u>Cost</u>
1. _____	\$ _____
2. _____	\$ _____

Offeror's Name: \_\_\_\_\_

**PROPOSAL COST RESPONSE FORM**

**Proposed Software**

(List all software modules by title and description here)

## **APPENDIX D – COUNTY OF SANTA CLARA AGREEMENT**

The County has made a determination that it will use the County's form of agreement as the basis for discussing and negotiating a definitive agreement. The County's Agreement for this RFP will be attached and released via an addendum to the RFP.

## APPENDIX E – INDEMNITY AND INSURANCE REQUIREMENTS

### Indemnity

The Offeror shall indemnify, defend, and hold harmless the County of Santa Clara (hereinafter "County"), its officers, agents and employees from any claim, liability, loss, injury or damage arising out of, or in connection with, performance of this Agreement by Offeror and/or its agents, employees or sub-contractors, excepting only loss, injury or damage caused by the sole negligence or willful misconduct of personnel employed by the County. It is the intent of the parties to this Agreement to provide the broadest possible coverage for the County. The Offeror shall reimburse the County for all costs, attorneys' fees, expenses and liabilities incurred with respect to any litigation in which the Offeror is obligated to indemnify, defend and hold harmless the County under this Agreement.

### Insurance

Without limiting the Offeror's indemnification of the County, the Offeror shall provide and maintain at its own expense, during the term of this Agreement, or as may be further required herein, the following insurance coverage's and provisions:

#### A. Evidence of Coverage

Prior to commencement of this Agreement, the Offeror shall provide a Certificate of Insurance certifying that coverage as required herein has been obtained. Individual endorsements executed by the insurance carrier shall accompany the certificate. In addition, a certified copy of the policy or policies shall be provided by the Offeror upon request.

This verification of coverage shall be sent to the requesting County department, unless otherwise directed. The Offeror shall not receive a Notice to Proceed with the work under the Agreement until it has obtained all insurance required and such insurance has been approved by the County. This approval of insurance shall neither relieve nor decrease the liability of the Offeror.

#### B. Qualifying Insurers

All coverage's, except surety, shall be issued by companies which hold a current policy holder's alphabetic and financial size category rating of not less than A- V, according to the current Best's Key Rating Guide or a company of equal financial stability that is approved by the County's Insurance Manager.

#### C. Notice of Cancellation

All coverage as required herein shall not be canceled or changed so as to no longer meet the specified County insurance requirements without 30 days' prior written notice of such cancellation or change being delivered to the County of Santa Clara or their designated agent.

D. Insurance Required

1. Commercial General Liability Insurance - for bodily injury (including death) and property damage which provides limits as follows:
  - a. Each occurrence - \$1,000,000
  - b. General aggregate - \$2,000,000
  - c. Personal Injury - \$1,000,000
2. General liability coverage shall include:
  - a. Premises and Operations
  - b. Personal Injury Liability
  - c. Severability of interest
3. General liability coverage shall include the following endorsement, a copy of which shall be provided to the County:

Additional Insured Endorsement, which shall read:

**“County of Santa Clara, and members of the Board of Supervisors of the County of Santa Clara, and the officers, agents, and employees of the County of Santa Clara, individually and collectively, as additional insured’s.”**

Insurance afforded by the additional insured endorsement shall apply as primary insurance, and other insurance maintained by the County of Santa Clara, its officers, agents, and employees shall be excess only and not contributing with insurance provided under this policy. Public Entities may also be added to the additional insured endorsement as applicable and the offeror shall be notified by the contracting department of these requirements.

4. Automobile Liability Insurance

For bodily injury (including death) and property damage which provides total limits of not less than one million dollars (\$1,000,000) combined single limit per occurrence applicable to all owned, non-owned and hired vehicles.

4a. Aircraft/Watercraft Liability Insurance (Required if Offeror or any of its agents or subofferors will operate aircraft or watercraft in the scope of the Agreement)

For bodily injury (including death) and property damage which provides total limits of not less than one million dollars (\$1,000,000) combined single limit per occurrence applicable to all owned, non-owned and hired aircraft/watercraft.

5. Workers' Compensation and Employer's Liability Insurance

- a. Statutory California Workers' Compensation coverage including broad form all-states coverage.

- b. Employer's Liability coverage for not less than one million dollars (\$1,000,000) per occurrence.

6. Professional Liability / Errors and Omissions Insurance

- a. Coverage shall be in the amount of not less than one million dollars (\$1,000,000) per occurrence/aggregate.
- b. If coverage contains a deductible or self retention, it shall not be greater than fifty thousand dollars (\$50,000) per occurrence/event.
- c. Coverage as required herein shall be maintained for a minimum of two years following termination or completion of this agreement.

E. Special Provisions

The following provisions shall apply to this Agreement:

1. The foregoing requirements as to the types and limits of insurance coverage to be maintained by the Offeror and any approval of said insurance by the County or its insurance consultant(s) are not intended to and shall not in any manner limit or qualify the liabilities and obligations otherwise assumed by the Offeror pursuant to this Agreement, including but not limited to the provisions concerning indemnification.
2. The County acknowledges that some insurance requirements contained in this Agreement may be fulfilled by self-insurance on the part of the Offeror. However, this shall not in any way limit liabilities assumed by the Offeror under this Agreement. Any self-insurance shall be approved in writing by the County upon satisfactory evidence of financial capacity. Offerors obligation hereunder may be satisfied in whole or in part by adequately funded self-insurance programs or self-insurance retentions.
3. Should any of the work under this Agreement be sublet, the Offeror shall require each of its sub-offerors of any tier to carry the aforementioned coverage's, or Offeror may insure sub-offerors under its own policies.

The County reserves the right to withhold payments to the Offeror in the event of material noncompliance with the insurance requirements outlined above.

F. Fidelity Bonds

Before receiving compensation under this Agreement, Offeror will furnish County with evidence that all officials, employees, and agents handling or having access to funds received or disbursed under this Agreement, or authorized to sign or countersign checks, are covered by a BLANKET FIDELITY BOND in an amount of AT LEAST fifteen percent (15%) of the maximum financial obligation of the County cited herein. If such bond is canceled or reduced, Offeror will notify County immediately, and County may withhold further payment to Offeror until proper coverage has been obtained. Failure to give such notice may be cause for termination of this Agreement, at the option of County.



**APPENDIX F – DESIGNATION OF SUBCONTRACTORS**

Offeror shall completely fill in the form below for each subcontract that exceeds one-half percent (1/2%) of the Offeror’s total Base Bid. A subcontractor is defined as a person who;

- 1) Performs work or labor
- 2) Provides a service to the Offeror
- 3) Specially fabricates and installs a portion of the work according to the plans and the specifications

Work shall be done in compliance with California Public Contract Code 4100-4114 and any amendment thereof.

Offeror shall assume full responsibilities for the actions, omissions and errors of subcontractors listed below. No change in subcontractor shall be permitted, after award, without prior written approval from the County Procurement Department Buyer or his/her designee. Changes in subcontractors without prior written consent from the County Procurement Department Buyer or his/her designee can result in the cancellation of the purchase order.

NAME OF SUBCONTRACTOR	COMPLETE ADDRESS AND TELEPHONE NO.	SPECIALTY
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COMPANY NAME:

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AUTHORIZED  
SIGNATURE:

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PRINT NAME:

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DATE:

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**APPENDIX G – NON-COLLUSION DECLARATION**

I, \_\_\_\_\_, am the (Print Name)

\_\_\_\_\_ of \_\_\_\_\_  
(Position/Title) (Name of Company)

the party making the foregoing proposal that the proposal is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation; that the bid is genuine and not collusive or sham; that the Offeror has not directly or indirectly induced or solicited any other Offeror to put in a false or sham bid; and has not directly or indirectly colluded, conspired, connived, or agreed with any Offeror or anyone else to put in a sham bid, or that anyone shall refrain from bidding; that the Offeror has not in any manner directly or indirectly, sought by agreement, communication, or conference with anyone to fix the bid price of the Offeror or any other Offeror, or to fix any overhead, profit, or cost element of the bid price, or of that of any other Offeror, or to secure any advantage against the public body awarding the contract of anyone interested in the proposed contract; that all statements contained in the bid are true; and, further, that the Offeror has not, directly or indirectly, submitted his or her bid price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, or paid, and will not pay, any fee to any corporation, partnership, company association, organization, bid depository, or to any member or agent thereof to effectuate a collusive or sham bid.

I declare under penalty of perjury under the Laws of the State of California that the foregoing is true and correct:

COMPANY NAME:

\_\_\_\_\_

AUTHORIZEDSIGNATURE

\_\_\_\_\_

PRINT NAME:

\_\_\_\_\_

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

## APPENDIX H - ASP SECURITY ASSESSMENT CHECKLIST INSTRUCTIONS

The following checklist identifies the baseline security criteria that need to be considered when an ASP-based application solution is being evaluated. This checklist should be included in RFPs issued to ASP vendors when a Department is considering an ASP solution. The same checklist can also be used to evaluate the security of *existing* ASP implementations that may not have been subjected to a security review process prior to implementation. In both of these cases, the Department and the County CIO's Office designee will review the vendor's responses in order to determine whether adequate security is provided using the vendor's proposed solution.

In general, the greater the risk involved in implementing an ASP model, the greater the requirement for demonstrating that the ASP is in compliance with County policies. For example, if electronic Protected Health Information (ePHI) data will be processed by the application, the much more stringent HIPAA regulations would apply. However, the following material is provided as suggestions for evaluating an ASP-based implementation, rather than as hard requirements in which each one must be complied with in full. The situation in each Department evaluating the use of an ASP implementation will be unique, and the overall security requirements for such an application should be based on the classification level of the data involved, on the Department's unique business requirements, and on the overall security measures that are in place.

In asking vendors to complete the attached checklist, note that *detailed* responses are required, and not just simple "yes" or "no" answers. Enough information must be provided to allow a valid comparison between vendor practices and those required by the County.

Other "proof" that a particular ASP meets County security guidelines might include the following:

- A signed statement from the ASP vendor
- A signed attestation from a responsible third-party, such as a vendor specializing in conducting security audits/assessments
- Provision of a copy of any relevant documents (e.g., the required IT Security Policy and Business Continuity Plan)

## APPENDIX H – SECURITY ASSESSMENT CHECKLIST

Offeror – please complete the attached checklist. Note that detailed responses are required, and not just simple “yes” or “no” answers. Complete detailed information must be provided to allow a valid comparison between supplier practices and those required by the COUNTY. The information provided below shall be accurate and true.

COUNTY Policy Ref. #	Description of COUNTY Requirement	Details on How ASP Meets Requirement	Other Security Measures That Mitigate This Risk	Comments
16.3.4	The ASP has a written Disaster Recovery Plan that offers a viable approach to restoring operations following an emergency situation.			
16.3.4a	The ASP site has adequate, redundant physical and/or logical network connectivity to ensure continued operations following a network failure.			
16.3.4b	The ASP performs system/application database backups on a schedule that is consistent with the importance of the Department application.			
16.3.4b	Backup media are treated with a level of security commensurate with the classification level of the data they contain.			
16.3.4c	ASP servers are closely monitored for both performance and availability.			
16.3.4d	The ASP is willing to sign a Service level Agreement (SLA) that is consistent with the importance of the Department application.			
16.3.5	The ASP has a formal, written Security Policy.			
16.3.5a	COUNTY User authentication standards (both local and for remote access) can be implemented if COUNTY users access the application directly on the ASP server. For remote connections, this includes use of			

COUNTY Policy Ref. #	Description of COUNTY Requirement	Details on How ASP Meets Requirement	Other Security Measures That Mitigate This Risk	Comments
	encrypted VPN connectivity and one-time password technology. Other mechanisms, such as secure SSL, may also be used in some circumstances as long as sole reliance is not placed on simple User ID/password combinations for authentication.			
16.3.5b	Once granted access, Users are limited to authorized activities only; i.e., customers are prevented from accessing either applications or data that belong to other customers.			
16.3.5c	ASP network connectivity is protected by firewalls, intrusion detection/ prevention systems, etc. designed to protect against attack.			
16.3.5d	The equipment hosting the Department's application is located in a physically secure facility that employs access control measures, such as badges, card key access, or keypad entry systems.			
16.3.5d	ASP servers are kept in locked areas/cages that limit access to authorized personnel.			
16.3.5e	ASP staff is bonded, and/or have been subjected to background checks.			
16.3.5f	ASP servers are hardened against attack and operating system and server software patches related to security are applied regularly.			
16.3.5f	Commercially available anti-virus software is used on the servers, and is maintained in a current state.			
16.3.5g	ASP servers are monitored on a continuous basis, and logs are kept of all			

COUNTY Policy Ref. #	Description of COUNTY Requirement	Details on How ASP Meets Requirement	Other Security Measures That Mitigate This Risk	Comments
	activity.			
16.3.5g, 16.3.5h, 16.3.5i	The ASP is willing to report security breaches and/or security issues to the COUNTY.			
16.3.5h	The ASP conducts regular vulnerability assessments, using viable third-party organizations, designed to assess both the ASP's network infrastructure and the individual servers that host applications. The ASP implements "fixes" to correct discovered vulnerabilities.			
16.3.5i	The ASP has a formal Incident Response Plan.			
N/A	(Optional) The network infrastructure hosting the Department application is "air-gapped" from any other network or customer that the ASP may have. This means that in an ideal situation, the application environment must use a separate, dedicated server, as well as a separate network infrastructure.			
Section 13.0, Encryption	Encryption or hashing algorithms utilized by the ASP application infrastructure utilize algorithms that have been published and evaluated by the general cryptographic community.			
N/A	The ASP is willing to permit on-site visits by COUNTY staff in order to evaluate security measures in place.			
N/A	If the Department will be connecting to the ASP via a private connection (such as a dedicated T1 circuit), the circuit will terminate on the COUNTY's extranet and operation of the circuit will fall within the policies related to network connections			

COUNTY Policy Ref. #	Description of COUNTY Requirement	Details on How ASP Meets Requirement	Other Security Measures That Mitigate This Risk	Comments
	from non-COUNTY entities. If a public network such as the Internet is used, the ASP deploys appropriate firewall technology, and the traffic between Santa Clara COUNTY and the ASP is protected and authenticated through the implementation of VPN or equivalent technology.			

Completed by: \_\_\_\_\_  
(Supplier's name)

Approved by: COUNTY of Santa Clara  
Information Services Dept.

\_\_\_\_\_  
(Print Name)

\_\_\_\_\_  
(Print Name)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Title)

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(Title)

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(Date)

\_\_\_\_\_  
(Date)