



Yakima County Request for Proposals

No. C11006-P

For:

Case Management and Accounts Receivable Software Application

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**Yakima City/County Purchasing Division
129 No. 2nd St.
Yakima, Washington 98901
(509) 575-6093**

BOARD OF YAKIMA COUNTY COMMISSIONERS

NOTICE TO PROPOSERS

NOTICE IS HEREBY GIVEN by the undersigned that sealed Requests for Proposals will be accepted on **Thursday, May 6, 2010 @ 10:00 a.m.**, in the Yakima County Commissioners Office, 128 North Second Street, Room 232, Yakima, Washington for:

Case Management and Accounts Receivable Software Application

Proposals shall be:

- (1) Sealed.
- (2) Plainly marked: RFP C11006-P, Case Management Software
- (3) Addressed: Yakima County Courthouse
Board of Yakima County Commissioners
Attn: Christina S. Steiner, Clerk of the Board
128 North Second Street, Room 232
Yakima, Washington 98901
- (4) Proposals must be in the Office of the Yakima County Commissioners on or before the due date of 10:00 a.m. on Thursday, May 6, 2010 and will be opened shortly thereafter across the street at City Hall Council Chambers, since City/County functions are now merged

Specifications may be seen at the office of the Purchasing Manager, City of Yakima, 129 North Second Street, Yakima WA and/or the office of Clerk of the Board of Yakima County Commissioners, Yakima County Courthouse, 128 North Second Street, Room 232, Yakima, WA

Specifications may be obtained online at www.ci.yakima.wa.us/services/purchasing Click on Bid Openings.

The Board reserves the right to reject any and all bids, or parts thereof.

DONE this 15th day of April, 2010.

(Seal)

Christina S. Steiner, Clerk of the Board

Publish: *Yakima Herald-Republic*: April 17, 2010

Bill: Account #

I Purpose and System Scope

Yakima County Probation Services is seeking proposals for the purchase and installation of a new web based integrated information case management and accounts receivable software applications specifically designed for Probation Services.

Probation Services does not have an integrated computer system to support their work activities, which include administration, criminal and civil court, in addition to a multitude of treatment programs. The Probation Services depends on manual processes, Word documents, Excel spreadsheets, and Access databases for record keeping and reporting. The Probation Services is connected to the State of Washington JIS Statewide and NCIC/WASIC nation wide database system for data entry and information sharing. County Probation shares mug-shots with local law enforcement database (Spillman) and can copy those into our database when offender information is entered.

Yakima County is a rural county with a population of 225,000. It has 14 incorporated towns and over 4,296 square miles. Each year, Yakima County Probation Services receives approximately 2400-3000 referrals from all Courts around Yakima County, supervises an average of 4900 probation adult offenders, and processes on an average 450-600 low risk diversion cases. Yakima County Probation Services has approximately 25 employees.

II Vision

Yakima County Probation Services expects to realize the following benefits from the successful implementation of a Case Management System:

- Standardized business processes and increased operational efficiency
- Reduced redundant data entry and data errors through an improved data entry process
- Improved assurance and data integrity
- Improved pre- and post-adjudication case management through compliance tracking, status and violation management and greater access to person and case history information
- Improved program management by providing access to statistical driven feedback
- Reduced cost per case and time per case through development of accounting and performance measures and using better statistical information
- Improved integrity of and access to financial data
- Improved reporting capabilities with more effective and manageable access to accurate system information
- Reduced training and support overhead through a user friendly, intuitive application
- Improved access and distribution of judicial decisions through automated orders

III General Requirements

The successful vendor will be required to enter into a written agreement with Yakima County Probation Services, in which the vendor shall undertake certain obligations. Vendor's Proposal shall include a draft copy of their agreement they would expect the County to sign. The County reserves the right to insert its own terms and conditions and negotiate any of the Proposers terms. This RFP shall be incorporated into the final agreement. Exhibit A contains general terms and conditions that will be added to the final contract.

IV Public Disclosure

Proposals shall become the property of Yakima County. All proposals shall be deemed a public record as defined in RCW 42.56 "Public Records." Any proposal containing language which copyrights the proposal, declares the entire proposal to be confidential, declares that the document is the exclusive property of the Vendor, or is any way contrary to state public disclosure laws or this RFP will be declared non responsive and removed from consideration. Any information in the proposal that the successful Vendor desires to claim as proprietary and exempt from disclosure under the provisions of RCW 42.56 must be clearly designated as described in Section Proprietary Information. The particular exception from disclosure upon which the Vendor is making the claim and the RFP page it is found on must be identified.

RFP's are not disclosable prior to release to potential respondents. With the exception of lists of prospective Vendors, Yakima County will not disclose RFP records until execution of the contract(s). At that time, all information about the competitive procurement is disclosable with the exception of:

1. Proprietary/confidential portion(s) of the successful proposal(s), until the Vendor has an adequate opportunity to seek a court order preventing disclosure.
2. Yakima County will consider a Vendor's request for exemption from disclosure; however, Yakima County will make a decision predicated upon RCW 42.56.

V Interlocal Purchasing:

It is also the intent of this bid document to make available to other local government entities of the State of Washington, by mutual agreement with the successful bidder, and properly authorized interlocal purchasing agreements as provided for by RCW 39.34, the right to purchase the same equipment, at the prices quoted, for the period of this contract. Each bidder shall indicate on the bid form if he will honor Political Subdivision orders in accordance with contract terms and conditions, in addition to orders from Yakima County.

Yes

No

VI Insurance

Limitation

This RFP does not commit Yakima County to award a contract, to pay any costs incurred in the preparation of a response to this RFP, or to procure or contract for services or supplies. Yakima County reserves the right to accept or reject any or all proposals received as a result of this RFP, to negotiate with all qualified sources, to waive formalities, to postpone award, or to cancel in part or in its entirety this RFP if it is in the best interest of Yakima County to do so.

Liability Insurance Requirements

Proposer shall maintain throughout the term of the contract, at its own expense, and shall require any and all of its subcontractors to maintain throughout the term of the contract at their own expense, commercial general liability insurance covering property and bodily injury, with aggregate limits of not less than \$1,000,000 combined single limit.

Proposer shall provide evidence of such insurance by submitting an insurance certificate provided on a standard "ACORD" or comparable form. Copies of all such policies shall be furnished to Yakima County upon execution of contract.

Professional Liability (Errors and Omissions) Insurance

Proposer shall maintain throughout the term of the contract, at its own expense, and shall require any and all of its subcontractors to maintain throughout the term of the contract at their own expense, professional liability (errors and omissions) insurance in an amount of not less than \$1,000,000.

Proposer shall provide evidence of such insurance by submitting an insurance certificate provided on a standard "ACORD" or comparable form. Copies of all such policies shall be furnished to the Yakima County upon execution of contract.

Worker's Compensation

Proposer, and all of its subcontractors, shall also provide Worker's Compensation insurance in the amounts required by Washington state law, and employer's liability insurance in an amount not less than \$500,000.

VII Training

The Vendor must list training options, time requirements, and "Best Practices" recommendations in the cost proposal. Training options should include but not be limited to:

❖ System Administration

❖ End User

Vendor must list in the cost proposal whether the training is provided offsite or onsite, training duration, and the training level. The Vendor will work with Technology Services staff to determine exact training requirement prior to application installation.

VIII Questions & Correspondence

The Analysis Committee will answer all questions concerning this RFP. The Respondents must submit all questions no later than **April 20, 2010**. The Analysis Committee will reply to each question via emailed addendum by **April 26, 2010**.

This process will be the only opportunity for prospective Respondents to ask questions. County staff will not answer questions regarding this RFP verbally or in writing at any other time.

Respondents must direct all questions and other correspondence, **excluding proposals**, regarding this RFP to the County's Purchasing Manager by email at sownby@ci.yakima.wa.us or at the following address:

Sue Ownby, Purchasing Manager
RFP No. 11007-P
City of Yakima
129 North 2nd Street
Yakima, Washington 98901

IX Proposal Mailing Instructions & Opening

One original proposal, with two (2) complete copies, shall be sealed and must be delivered no later than 2:00 P.M. PST, May 3, 2010 to:

**Yakima County
Board of County Commissioners, 2nd Floor Room 232
128 No. 2nd St.
Yakima, WA 98901**

Proposal packages must be marked: **RFP No. C11006-P, Case Management**

Proposals received after the above deadline will not be eligible for consideration. The deadline will be strictly adhered to. Late proposals will not be considered. Proposals, which do not include all requested information and required documentation may be considered non-responsive.

X Contents of Proposal

Submitted proposals shall contain the following information and in the order indicated:

Section 1. Transmittal Letter

Section 2, Executive Summary - including a statement of the Respondent's understanding of the Case Management implementation project.

Section 3. A description of the product being proposed, including

- Respondent name, address and phone number
- Maintenance Contract Service options with annual costs

Section 4. Answers to Technical Questions in Exhibit B, part 1 or 2.

Section 5. List of at least three references with systems similar to that proposed for Yakima County. Include contact names, phone numbers, and hardware/software version.

Section 6. A Draft Contract and Draft Maintenance Contract.

Section 7. Product Literature and Brochures

XI Evaluation, Interview, and Contract Award Process

The Analysis Committee will evaluate all proposals based on the following criteria. A maximum score of 100 points will be used to evaluate proposers. Each of the following elements shall have the stated maximum point value:

Item #	Description	Points
1.	Vendor's ability to meet the County's business requirements	30
2.	Overall cost of the products and services to be provided	25
3.	References	20
4.	Experience with projects similar to this RFP	15
5.	Responsiveness to this RFP	5

6.	Commitment to municipal software market	5
7	TOTAL	100

The Proposals shall be reviewed solely on the information received in the written response and the responses from reference site calls.

Upon completion of negotiations, the Committee will develop the contract and submit it to the Board of County Commissioners for approval.

Submission of a proposal implies the Respondent's acceptance of the evaluation criteria and process and recognition that subjective judgments may be made by the Analysis Committee.

Exhibit A - Terms and Conditions

The following terms and conditions shall be added to final contract:

1.0 Financial Provisions

Payment for the products and services to be provided under this agreement shall occur upon completion and final acceptance by Yakima County of the product milestones.

2.0 Payment Method

All payments shall be made in U.S. Dollars within forty-five (45) days of invoice, so long as the Yakima County has accepted and approved the products and services listed on the invoice.

3.0 Licenses

Any software license provided under this agreement shall be guaranteed in perpetuity to Yakima County.

4.0 Responsibilities

Vendor will provide the software product(s), other products, support provide implementation and other services as negotiated with Yakima County in the final contract. These software products, other products, support and services shall be accompanied by the software documentation and include program specifications that describe the program setup, operation, and maintenance.

5.0 Operating Environment Designation

The license granted to use the software products under this agreement will be fully operational when used on Yakima County's operating environment.

6.0 Change in Designated Operating Environment

6.1. Yakima County

Yakima County may change its designated operating environment at any time without incurring additional license fees, or the Vendor shall specify other acceptable operating environment alternatives that would not incur additional fees.

6.2. Vendor

Vendor will provide all identified support levels for Yakima County's operating environment for a minimum of five (5) years from the date the Yakima County issues its final acceptance of the software product(s), other products and software documentation. If the Vendor discontinues support for the Yakima County's operating environment at any time prior to the expiration of this five-year period, the Vendor shall provide, at no cost to Yakima County, all assistance necessary to move Yakima County to an operating environment, of the Counties choice, that is supported by the Vendor. This assistance shall include, at a minimum, installation and configuration of the software in the new operating environment, conversion of data from the unsupported operating environment to the new operating environment, and training necessary to operate and maintain the system in the new environment.

7.0 Additional Licenses and License Fees

If Yakima County increases the number of concurrent users until the expiration of the warranty period, customer will pay additional license fees at the same rate as the initial license fees. Thereafter, any increase in license fees will be limited to five percent (5%) per year.

8.0 Product Functionality

8.1. Functionality

The Vendor's software application shall provide the following functionality:

- ◆ Functionality documented in the Vendor's response to RFP.
- ◆ Functionality documented in any amendments to Vendor's response to RFP.
- ◆ Functionality demonstrated during the product demonstrations as described in Yakima County's RFP.
- ◆ Functionality documented in the Vendor's software documentation.
- ◆ Functionality documented as part of this contract.

8.2. Altering Functionality

In the course of updating or enhancing the software application, the Vendor may alter an application's functionality. However, the Vendor shall not eliminate or substantially alter any software functionality promised under this agreement without the express written permission of Yakima County.

9.0 Timely Service and Corrections

9.1. Timely and Professional Service

Vendor services shall be performed in a timely and professional manner. Vendor further represents that the services furnished under this agreement will be performed in accordance with industry practices in effect at the time those services are performed.

9.2. Defects Corrections

Throughout implementation and during the terms of all support and maintenance agreements, including all renewal periods, Vendor will correct all defects to the extent those defects originate from the acts or omissions of Vendor's products or personnel.

10.0 Warranty

10.1. Title Warranty

Vendor warrants that it has full title and ownership of the software products and other products. Vendor further warrants that it has the full power and authority to grant the license(s) granted by this agreement to Yakima County and that the license to and the use by Yakima County of the software products and other products in no way constitute an infringement or other violation of any copyright, trade secret, trademark, patent or other proprietary right of any third party.

10.2. Merchantability and Fitness Warranty

Vendor represents and warrants that the software product(s), other products and software documentation will be merchantable and will be fit for the particular purposes established in Yakima County's RFP and Vendor's response to Yakima County's RFP.

10.3. One-Year Express Warranty

Vendor warrants that, for a period of one year from the date that Yakima County has issued its final acceptance of the software product(s), other products and software documentation, the software products(s), other products and software documentation will be free from significant programming errors and from defects in workmanship and materials and shall operate in conformity with the performance capabilities, specifications, functions, and other applicable descriptions and standards, specifically including all specifications established in the user manual and elsewhere by Vendor. During this warranty period, Vendor shall also provide Yakima County the support and maintenance services set forth in the Maintenance Agreement. After expiration of the warranty period, Vendor shall provide support and maintenance services for the Software pursuant to the terms of that Maintenance Agreement. This warranty will not be affected by Yakima County's modification of the software product(s) (including source code), other products or software documentation, so long as the Vendor can discharge any warranty obligations notwithstanding those modifications or so long as the Vendor can discharge any warranty obligations following customer's removal of its modifications.

10.4. Virus Warranty

Vendor warrants that the software product(s) or other products do not contain any malicious code, program, or other internal component (e.g., computer virus, computer worm, computer time bomb, or similar component), that could damage, destroy, or alter any computer program, firmware, or hardware or which could in any manner, reveal, damage destroy, or alter any data or other information accessed through or processed by the software product(s) or other products in any manner. Vendor shall immediately advise Yakima County, in writing, upon reasonable suspicion or actual knowledge that the software product(s) or other products may result in the harm described above.

10.5. Maintenance Warranty

Vendor warrants that it will maintain the software product(s), other products and software documentation, including all updates, so that the software product(s), other products and software documentation will operate in conformity with all improvements, additions, or modifications of the software installed at Consortium's site or sites for a period of not less than five (5) years from the date of Consortium's final acceptance of all software products, other products and software documentation.

11.0 Indemnification

Except for liability that is solely the fault of Yakima County, its officials, officers, employees, agents, and assigns (each of the foregoing hereafter referred to individually as the "Indemnified Party"), Vendor agrees to defend, indemnify and hold harmless the Indemnified Party from and against any and all third party claims, actions, losses, liabilities, judgments, awards and costs (including attorney fees and legal expenses) arising out of or in connection with the negligence of the Vendor in the performance of this agreement including, without limitation, the infringement or violation of any third party's trade secrets, proprietary information, trademark, copyright, patent right or other proprietary right. Vendor shall defend and settle at its sole expense all suits or proceedings arising out of the foregoing, provided that Yakima County gives the Vendor prompt notice of any such claim of which it learns. No settlement that prevents Yakima County from continuing to use the software product(s), other products or software

documentation as provided in this agreement shall be made without Yakima County's prior written consent. In all events, Yakima County shall have the right to participate at its own expense in the defense of any such suit or proceeding through counsel of its own choosing.

This indemnification is limited to the software products, other products and software documentation delivered to Yakima County or as modified by the Vendor and does not cover third party claims arising from modifications not authorized by the Vendor. This indemnification shall also survive the expiration or termination of this agreement.

12.0 Support and Maintenance

Vendor will also enter into a software maintenance services agreement with Yakima County that will enable the software system to perform in accordance with this agreement, Yakima County's RFP, the Vendor's response to RFP, and other identified documentation, including amendments or addenda that may be issued from time to time.

This software maintenance services agreement will go into effect at the conclusion of the applicable warranty period and shall automatically extend for additional one (1) year period, unless cancelled by Yakima County by written notice no less than thirty (30) days prior to the end of period of coverage. The Vendor shall provide Yakima County no less than twenty-four (24) months prior written notice if the Vendor generally discontinues offering maintenance to customers of the licensed products. The Vendor will not provide such notice during the initial five (5) years following execution of this agreement. During the term of this maintenance agreement, Vendor will provide, at a minimum, the following software maintenance services:

- ◆ All new releases of the software product(s)
- ◆ All software system modifications, updates and revision
- ◆ All software system improvements
- ◆ All functional problem resolutions to the software product(s)
- ◆ All software documentation modifications, updates and revisions
- ◆ All software system modifications in support of changes in Yakima County's operating system
- ◆ Telephone support during the hours of 8:00 a.m. and 5:00 p.m., Pacific Time, Monday through Friday, excluding national holidays
- ◆ On site support, when required because of the severity of a software problem or for other reasons identified in the agreement
- ◆ All support services listed in the license agreement, the Yakima County's RFP and the Vendor's response to RFP

Response times will vary depending upon the severity of the problem experienced (e.g., problems or bugs that materially affect the functionality of any software product may require immediate onsite response; less critical problems may only require telephone response within a set time period). Vendor's required response times for identified support (i.e., telephone, onsite, or otherwise) will be within fixed periods of time; vague response requirements such as "prompt" or "reasonable" will not be accepted.

13.0 Vendor's Right to Terminate

The Vendor may terminate this agreement if the Yakima County fails to make timely payment as provided in this agreement, so long as the Vendor has first provided Yakima County with written notice of that default and the default has not been corrected within thirty (30) calendar days from the date of receipt of Vendor's written notice of default.

14.0 Yakima County's Right to Terminate

This agreement and the license granted hereunder may be terminated by Yakima County if the Vendor is in default of any provisions of this agreement, so long as the default is not corrected within thirty (30) calendar days of the receipt of written notice of the default from Yakima County. For the purposes of this Section 15.1, "default" shall include, without limitation, any failure to abide by the terms or conditions of this agreement including the Yakima County's RFP and Vendor's response to RFP, together with any of the instances of the following:

- ❖ Vendor defaults on any of the terms of its contract with the Yakima County;
- ❖ Vendor ceases its ongoing business operations;
- ❖ Vendor stops maintenance support ;
- ❖ Vendor fails to perform the contract in a timely fashion;
- ❖ Vendor suffers any act of insolvency; or
- ❖ Vendor fails to maintain technical staff capable of supporting or modifying the system.

15.0 Termination for Convenience

Yakima County may terminate this agreement, including all related agreements (e.g. maintenance agreements, etc.) in whole, or from time to time in part, whenever the Vendor is prevented from proceeding with the project work by reason of a preliminary, special, or permanent restraining order from a court of competent jurisdiction where the issuance of such restraining order is primarily caused by either acts or omissions of the Vendor or by acts or omissions of persons or Agencies other than the Vendor. Additionally, Yakima County may also terminate this agreement in whole or in part if the Yakima County's Board of Commissioners determines that termination is in the best interests of the County.

16.0 Claims

Any claim for damages incurred by either party resulting from breach of this agreement by the other party shall survive termination. The remedies provided herein shall not be deemed exclusive but shall be cumulative and shall be in addition to all other remedies provided by law and equity. No delay or omission in the exercise of any remedy herein provided or otherwise available to Vendor shall impair or affect its right to exercise the same.

17.0 Attorneys' Fees

Subject to the indemnification and limitation of the Vendor's liability provisions set forth in this agreement; if any action or suit is brought with respect to a matter or matters covered by this agreement, each party shall be responsible for its own costs and expenses incident to such proceedings, including reasonable attorneys' fees.

18.0 Venue Stipulation

This Agreement has been and shall be construed as having been made and delivered within the State of Washington, and it is understood and agreed that this Agreement shall be governed by laws of the State of Washington both as to interpretation and performance.

Any action at law, suit in equity, or other judicial proceeding from the enforcement or breach of this Agreement or any provision hereof, shall be instituted and maintained only in any of the courts of competent jurisdiction in Yakima County, Yakima, Washington

19.0 Assignment

The awarded Vendor shall not assign, transfer, convey, sublet, or otherwise dispose of any award or of any of its rights, title, or interests therein, without the prior written consent of the City of Yakima.

20.0 Entire Agreement

The terms and conditions outlined, together with the Agreement, Yakima County's RFP, Addendum(s) and Vendor's Response to RFP constitutes the entire agreement between Vendor and The County and shall not be modified or rescinded except in writing, signed by both parties. In the case of inconsistencies or disputes among this agreement, the Consortium's RFP, and the Vendor's response to RFP, the following order of precedence shall prevail in descending order of priority:

- 1) This agreement and any written and fully signed amendments thereto.
- 2) Yakima County's RFP and any written amendments thereto.
- 3) The Vendor's response to RFP and any authorized written amendments or clarifications thereto.

If any terms or conditions of this agreement are invalid under any applicable statute or rule of law, they are to that extent to be deemed omitted and the remaining provisions shall not in any way be affected or impaired.

21.0 Equal Opportunity

It is the policy of Yakima County to require equal opportunity in employment and services subject to eligibility standards that may be required for a specific program.

No person shall, on the grounds of race, color, religion, sex, sexual orientation, handicap, national origin, age, citizenship, marital status, political affiliation or belief, be denied employment or benefits, or be discriminated against as a consumer, administrator or staff person under any program or activity receiving funds under this RFP.

In compliance with Department of Labor Regulations implementing Section 504 of the Rehabilitation Act of 1973, as amended, no qualified handicapped individual shall be discriminated against in admission or access to any program or activity.

The prospective contractor must agree to provide equal opportunity in the administration of the contract, and its subcontracts or other agreements.

22.0 Patent Infringement Warranty

Proposer warrants that none of the goods, the use thereof, or any of the applications, processes or designs employed in the manufacture thereof infringes the valid claims of any letter patent, patent application, copyright, trade secret or any other property right of any third party. If as a result of any suit or proceeding alleging an infringement of any of the foregoing property rights Yakima County's use of the goods is enjoined, Proposer shall at no cost to Yakima County either obtain for Yakima County a license to use the goods or modify the goods so as to avoid the infringement without any degradation in performance. If Proposer cannot obtain such a license and cannot so modify the equipment, Proposer shall promptly refund to Yakima County the full purchase price.

23.0 Patent Indemnity

Proposer shall defend, indemnify and hold harmless Yakima County, Yakima County's commissioners, officers, employees, and agents, from and against all legal expenses which may be incurred as well as all damages, losses and costs which may be assessed against or born by Yakima County by reason of any or all actions or proceedings charging infringement of the property rights of others, including patent, trade secret or trademark rights or copyright, by reason of Yakima County's use of the goods provided under this contract.

Exhibit B - Technical Questions - Part 1

(To be answered and included in proposal)

There are two sets of technical questions - Please answer the set that applies to your solution to this RFP.

The following questions apply to a vendor who will supply a solution in which they sell Yakima County a system in which the application runs on County servers.

1. What strategies are used by your system to assure data integrity?
2. What method(s) for data back up and archiving are supported by your solution? Include use of third-party tools, and any solution areas recommended for archiving.
3. Describe how your solution supports the administration of application security. Include how it is configured, how groups or roles are used, what actions can or cannot be taken for various settings, etc. How discretely can it be set?
4. Describe how your solution creates an "audit trail" when data is changed. Include the types of data for which a trail is created, and what is recorded (user id, date, etc.) when the data is changed.
5. Describe how your solution facilitates data searching for primary data (Person, Case, etc.). Include use of wildcards, partial searches, like searching, case sensitivity, and amount of data returned.
6. Describe how navigation from screen-to-screen in your solution maintains context. By context, we mean the primary focus or subject of the task being performed (e.g., Person, Case, etc.)
7. Describe the scalability of your product. Include a discussion of how performance changes and where performance "bottlenecks" are typically encountered. What configuration or approach recommendations can you give to ensure acceptable performance of your solution?
8. Describe the flexibility of the proposed system in accommodating customization by Yakima County. Can Yakima County add custom fields and tables? Can Yakima County customize the GUI to allow users to edit or display custom fields and tables? Can Yakima County add custom buttons or menu items to the GUI? What if any are the limitations for custom buttons or menu items?
9. Explain how your solution is compliant with the generally understood concept of "open architecture." Is your solution ODBC compliant? If so, provide several examples of operational ODBC interfaces in other jurisdictions.
10. List all of the "important" user-configurable features of your solution. Include items such as screen color, list configuration, pre-defined screen flows (navigation), bookmarks, etc.

11. Include other technical information that you believe pertinent. (Application flowcharts and work process diagrams are strongly encouraged.)
12. Control of online field edit logic - Can system allow control of online field edit logic by the systems administrator, where applicable?
13. Copy/move characteristics – Can system provide the ability to copy and/or move selected case characteristics from one case to one or more cases?
14. Custom Entities – Can system allow for creation of custom entities?
15. Customization of Tool Bars and Menus – Can system provide user-definable tool bars and menu options. These settings shall be specific to a user (i.e., each user can have their own configuration), where applicable?
16. Datasheet Functions – Can system provide datasheet functionality for queries (sort, filter, etc.)?
17. Designation of Required Fields – Can system allow Administrator to set required fields without extensive programming or vendor intervention?
18. Display of mandatory fields – Can system provide visual cues for the display of mandatory fields (different shading, color, or other mechanism)?
19. Exporting Data – Can system export data in the following formats: Text file, tab, delimited or fixed, XML and spreadsheet compatible format or where applicable?
20. Field-by-field data editing – Can system validate proper data format of the exited field when the focus moves from one field to another? For example, when the user types an alpha character into a numeric-only field, then tabs to the next field, the first field shall immediately flag the incorrect information?
21. Forced Entry - Mandatory Fields – Can system force entry of legitimate values in required fields before proceeding to another screen?
22. Microsoft/Windows-type functions – Can system provide Microsoft-standard capabilities, such as copy, cut & paste, multiple windows open simultaneously, split screen, cascading, undoing complete edit changes, etc.?
23. Multiple Data Elements - Search Capabilities – Can system support searching by multiple data elements simultaneously?
24. Off-Network Access – Can system provide access (via web or otherwise) for data-entry by off-network case team members?
25. Overrides for Value Calculations – Can system capture date, user name and reason when a user overrides previously stored value?

26. Partial String - Search Capabilities – Can system support partial search strings?
27. Pick-List Customization – Can system accommodate customization of values available in pick-lists; where applicable?
28. Portable Computing Devices – Can system provide upload and download capability between the Application and a portable-computing device?
29. Spell checking – Can system provide spell-checking function for memo and comment fields?
30. User Interface - Can system accommodate customization of workspace according to Program or role; where applicable?
31. Value Error Parameter Reports – Can system produce error and warning reports that identify records with actual or potential valuation or data entry problems?
32. Batch updates from data files – Can system accommodate batch updates from data files?
33. Data Handling – Can system prevent non-authorized users from viewing, accessing, downloading and/or exporting data?
34. External System Ids - Can system capture and store unique identifiers for individual from external systems (JIS, DISCIS, Scomis, EPR)?
35. Individual/Case Audit Log – Can system provide audit log of changes made to records for Persons and cases?
36. System defaults – Can system allow user-definable defaults and limits for individual fields (e.g.,) at the point of data entry; where applicable?
37. User-Defined Fields – Can system provide user-defined fields for major database entities for common data input types?
38. Custom Reports/Queries – Can system provide ability to develop and retain custom reports?
39. Private Report Customization – Can system allow users to create and customize a private version of standard reports?
40. Report Modification Security – Can system define security for which individuals or groups have permission to modify reports?
41. Reports Customization – Can system allow user customization of existing reports (w/o vendor intervention)?
42. Web-Reporting Engine - Can system provide web-reporting engine?

43. Describe any web-based functionality provided by your solution. Include functionality enabling client interaction.
44. Security Access Rights – Can system manage security access rights for the ability to add/change/remove items in the appropriate areas?
45. Explain how your solution accommodates the need to identify possible duplicate entries. What fields and/or combination of fields are used? How is the user notified of the duplicate?
46. Describe the process for configuring your software solution. Include how you will ensure that it meets the business process needs. Describe how configuration changes are documented.
47. Outline and describe the major testing approaches you use during the integration and implementation of your solution.
48. Describe your implementation team's experience in interfacing the Application with other applications.
49. Give the maximum number of applications with which your Application has interfaced. Provide a brief description of the application and each interface developed to support that application.
50. Describe your approach to creating custom interfaces. Does a warranty or the regular maintenance agreement cover interfaces?
51. Describe your approach to successful data migration. Where does your experience show that problems will likely be encountered?
52. Describe the management process you use to control scope and cost during implementation. What are the three highest areas of risk? How do you propose to minimize cost/time over-runs? What project areas or activities are most likely to result in an over-run?
53. Assuming a start date of April 1, 2010, provide a sample project schedule (timeline) that begins with initial contract award, and ends with deployment of all software.
54. How many Yakima County employees (and of which skill sets) would be needed to support the implementation project?
55. Describe how you will successfully ensure transfer of knowledge to both technical and end-user employees.
56. Describe your company's approach to providing end-user training.
57. Describe all of the (technical and end-user/business) user groups, conferences, and other support mechanisms that exist for your solution.

Exhibit B – Technical Questions – Part 2

(To be answered and included in proposal)

THE FOLLOWING QUESTIONS APPLY TO VENDORS WHO WILL HOST THE APPLICATION AND DATA

1. Is the data backed up? How frequently?
2. Where are the data backups stored in relation to the servers running the production environment?
3. Who can access the data?
4. Have those who will access the data been finger printed and had background checks? Are these individuals who have access to the data CJIS compliant?
5. Is the transmission of data over the network secure?
6. How will your customer do business if the network is down?
7. How will your customer do business if your system is down?
8. What is the history of the up time of your system? Can you provide reports documenting the up time of the system?
9. Is it possible for a user to login from computer “A” and also login from computer “B”, while still logged in on computer “A”?
10. Can licensing be based on concurrent users, rather than per use?
11. What is needed from Yakima County to do the conversion of existing data?
12. Which data base engine are you using?
13. If Yakima County wishes to terminate their contract with your company, will you give Yakima County Probation Services their data in a form that can be easily imported into another system? What form will that be?
14. If a public disclosure request is made to search the data your system holds for Yakima County, what will be the hourly charge to perform the search?
15. Can you demonstrate that the transmission of data is FIPS 140-2 compliant?

16. Data Handling – Can your system prevent non-authorized users from viewing, accessing, downloading and/or exporting data?
17. Describe how your solution creates an "audit trail" when data is changed. Include the types of data for which a trail is created, and what is recorded (user id, date, etc.) when the data is changed.
18. Describe how your solution facilitates data searching for primary data (Person, Case, etc.). Include use of wildcards, partial searches, like searching, case sensitivity, and amount of data returned.
19. List all of the "important" user-configurable features of your solution. Include items such as screen color, list configuration, pre-defined screen flows (navigation), bookmarks, etc.
20. Copy/move characteristics – Can system provide the ability to copy and/or move selected case characteristics from one case to one or more cases?
21. Customization of Tool Bars and Menus – Can system provide user-definable tool bars and menu options. These settings shall be specific to a user (i.e., each user can have their own configuration), where applicable?
22. Datasheet Functions – Can system provide datasheet functionality for queries (sort, filter, etc.)?
23. Display of mandatory fields – Can system provide visual cues for the display of mandatory fields (different shading, color, or other mechanism)?
24. Field-by-field data editing – Can system validate proper data format of the exited field when the focus moves from one field to another? For example, when the user types an alpha character into a numeric-only field, then tabs to the next field, the first field shall immediately flag the incorrect information?
25. Forced Entry - Mandatory Fields – Can system force entry of legitimate values in required fields before proceeding to another screen?
26. Multiple Data Elements - Search Capabilities – Can system support searching by multiple data elements simultaneously?
27. Overrides for Value Calculations – Can system capture date, user name and reason when a user overrides previously stored value?
28. Partial String - Search Capabilities – Can system support partial search strings?
29. Spell checking – Can system provide spell-checking function for memo and comment fields?
30. Data Handling – Can system prevent non-authorized users from viewing, accessing, downloading and/or exporting data?
31. Security Access Rights – Can system manage security access rights for the ability to add/change/remove items in the appropriate areas?
32. Describe your approach to successful data migration. Where does your experience show that problems will likely be encountered?

33. Assuming a start date of April 1, 2010, provide a sample project schedule (timeline) that begins with initial contract award, and ends with deployment of the system.
34. How many Yakima County employees (and of which skill sets) would be needed to support the implementation project?
35. Describe your company's approach to providing end-user training.