

# MANATEE COUNTY GOVERNMENT

## REQUEST FOR PROPOSAL (RFP) #13-1529DC (VENDOR-HOST) CLAIMS MANAGEMENT SOFTWARE SYSTEM

Manatee County, a political subdivision of the State of Florida (hereinafter "Manatee County" or the "County") will receive proposals from individuals, corporations, partnerships, and other legal entities authorized to do business in the State of Florida, for a contractor provide a web-based claims management software system.

**DEADLINE FOR CLARIFICATION REQUESTS:** **MAY 13, 2013 at 5:00 P.M.** shall be the deadline to submit all inquiries, suggestions, or requests concerning interpretation, clarification or additional information pertaining to this Request for Proposals to the Manatee County Purchasing Division. This deadline has been established to maintain fair treatment for all potential bidders or Proposers, while ensuring an expeditious transition to a final agreement.

**TIME AND DATE DUE:** Proposals will be received until **MAY 24, 2013 at 3:00 P.M.** at which time they will be **publicly opened**. All interested parties are invited to attend this opening.

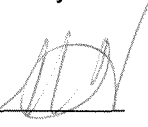
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**Important note: A prohibition of Lobbying is in place. Please review paragraph A.17 carefully to avoid violation and possible sanctions.**

### FOR INFORMATION CONTACT:

Deborah Carey-Reed, CPPB  
Purchasing Division Contract Negotiator  
PHONE (941) 749-3074, FAX (941)749-3034  
Email: [deborah.carey-reed@mymanatee.org](mailto:deborah.carey-reed@mymanatee.org)  
Manatee County Financial Management Department

AUTHORIZED FOR RELEASE: 

## **SECTION A: INFORMATION TO PROPOSERS**

PROPOSERS MUST COMPLY WITH THE FOLLOWING INSTRUCTIONS TO BE CONSIDERED FOR SELECTION.

### **A.01 OPENING LOCATION**

These proposals will be publicly opened at Manatee County Purchasing Division, 1112 Manatee Avenue West, 8th Floor, Suite 803, Bradenton, Florida 34205, in the presence of County officials at the time and date stated on the cover sheet. All Proposers or their representatives are invited to attend.

### **A.02 PROPOSAL INFORMATION AND PROPOSAL DOCUMENTS**

Bids and Proposals on <http://www.mymanatee.org>

Bid or Proposal documents and the Notices of Source Selection related to those Bids or Proposals are available for download in a portable document format (.PDF) file on the Manatee County web page on the Purchasing tab under "Bids and Proposals". You may view and print these files using Adobe Acrobat software. You may download a free copy of this software (Adobe) from the County's web page if you do not have it.

Manatee County collaborates with the Manatee Chamber of Commerce on distributing solicitations using the RFP Tool web page on the Chambers website: <http://www.Manateechamber.com> to post Bid and Proposal documents in a portable document format (.PDF) file. This step is in addition to the posting on Manatee County Government web pages.

Manatee County may also use an internet service provider to distribute Bids and Proposals. A link to that service <http://www.DemandStar.com>, is provided on this website under the Tab "DemandStar". Participation in the DemandStar system is not a requirement for doing business with Manatee County.

Note: The County posts the **Notice of Source Selection** seven (7) calendar days prior to COMMENCING NEGOTIATIONS with the selected firms.

IT IS THE RESPONSIBILITY OF EACH PROPOSER, PRIOR TO SUBMITTING THEIR PROPOSAL, TO CONTACT THE MANATEE COUNTY PURCHASING DIVISION (see contact information on page one of this document) TO DETERMINE IF ADDENDA WERE ISSUED AND TO MAKE SUCH ADDENDA A PART OF THEIR PROPOSAL.

### **A.03 REQUIREMENTS FOR FORMAT AND DELIVERY OF PROPOSALS**

Any proposals received after the stated time and date will not be considered. It shall be the sole responsibility of the Proposer to have their proposal delivered to the Manatee County Purchasing Division for receipt on or before the stated time and date. If a proposal is sent by U.S. Mail, the Proposer shall be responsible for its timely delivery to the Purchasing Division. Proposals delayed by mail shall not be considered, shall not be opened at the public opening, and arrangements shall be made for their return at the Proposer's request and expense.

Proposals must be submitted in the format specified in Section C hereof. The contents of each proposal shall be **separated and arranged with tabs in the same order as listed in the Subsections within Section C** identifying the response to each specific item thereby facilitating expedient review of all responses.

### **A.04 CLARIFICATION & ADDENDA**

Each Proposer shall examine all Request for Proposal documents and shall judge all matters relating to the adequacy and accuracy of such documents. Any inquiries, suggestions or requests concerning interpretation, clarification or additional information pertaining to the Request for Proposal shall be made in writing through the Manatee County Purchasing Division. The County shall not be responsible for oral interpretations given by any County employee, representative, or agent. The issuance of a written addendum by the Purchasing Division is the only official method whereby interpretation, clarification or additional information can be given.

Addenda shall be posted on <http://www.mymanatee.org>

It shall be the responsibility of each Proposer, prior to submitting their proposal, to contact the Manatee County Purchasing Office at (941)748-4501, ext. 3014 to determine if addenda were issued and to acknowledge receipt of same on the Proposal Signature page (Attachment A).

**DEADLINE FOR CLARIFICATION:** May 13, 2013 at 5:00 P.M. shall be the deadline to submit all inquiries, suggestions, or requests concerning interpretation, clarification or additional information pertaining to this Request for Proposals to the Purchasing Division.

This deadline has been established to maintain fair treatment for all potential bidders or Proposers, while ensuring an expeditious transition to a final agreement.

#### **A.05 SEALED & MARKED**

One signed original (marked Original) and six (6) copies (marked Copy) of your proposal shall be submitted in one sealed package, clearly marked on the outside "**Sealed Proposal #13-1529DC, Claims Management Software System**" and addressed to:

Manatee County Purchasing Division  
1112 Manatee Avenue West, Suite 803  
Bradenton, FL 34205

#### **A.06 LEGAL NAME**

Proposals shall clearly indicate the legal name, address and telephone number of the Proposer (company, firm, partnership, individual). Proposals shall be signed above the typed or printed name and title of the signer. The signer shall have the authority to bind the Proposer to the submitted proposal.

#### **A.07 PROPOSAL EXPENSES**

All expenses for making proposals to the County are to be borne by the Proposer.

#### **A.08 EXAMINATION OF OFFER**

The examination of the proposal and the Proposer generally requires a period of not less than ninety (90) calendar days from the date of the opening of the proposals.

#### **A.09 DISCLOSURE**

Upon receipt, all inquiries and responses to inquiries related to this Request for Proposal become "Public Records" and are subject to public disclosure consistent with Chapter 119, Florida Statutes.

Proposals become subject to disclosure thirty (30) days after the Opening or if a notice of intended award decision is made earlier than this time as provided by Florida Statute 119.071(1)(b). No announcement of review of the offer shall be conducted at the public opening. If the County rejects all offers and concurrently notices its intent to reissue the solicitation, initial offers are exempt until the County provides notice of its intended decision or, thirty (30) days after the opening of the new offers.

#### **A.10 ERRORS OR OMISSIONS**

Once a proposal is submitted, the County shall not accept any request by any Proposer to correct errors or omissions in the proposal.

#### **A.11 DISQUALIFICATION DUE TO NON-RESPONSIVENESS**

Manatee County reserves the right to find that any proposal received which does not contain all of the information, attachments, verification, forms or other information may be considered non responsive and therefore be disqualified from eligibility to proceed further in the RFP process.

#### **A.12 RESERVED RIGHTS**

The County reserves the right to accept or reject any and/or all proposals, to waive irregularities and technicalities, and to request resubmission. Any sole response received by the first submission date may or may not be rejected by the County, depending on available competition and timely needs of the County. The County reserves the right to award the contract to a responsible Proposer submitting a responsive proposal, with a resulting negotiated agreement which is most advantageous and in the best interests of the County. The County shall be the sole judge of the proposal, and the resulting negotiated agreement that is in its best interest and its decision shall be final. Also, the County reserves the right to make such investigation as it deems necessary to determine the ability of any Proposer to perform the work or service requested. Information the County deems necessary to make this determination shall be provided by the Proposer. Such information may include, but shall not be limited to: current financial statements prepared by an independent CPA; verification of availability of equipment and personnel; and past performance records.

#### **A.13 APPLICABLE LAWS**

Proposer must be authorized to transact business in the State of Florida. All applicable laws and regulations of the State of Florida and ordinances and regulations of Manatee County will apply to any resulting agreement. Any involvement with any Manatee County procurement shall be in accordance with Manatee County Code Chapter 2-26. Procedures and deadlines concerning protests related to this Request for Proposals shall be those which are set forth in § 2-26-61 of the County Code.

#### **A.14 CODE OF ETHICS**

With respect to this proposal, if any Proposer violates, directly or indirectly, the ethics provisions of the Manatee County Code and/or Florida criminal or civil laws related to public procurement, including but not limited to Florida Statutes Chapter 112, Part II, Code of Ethics for Public Officers and Employees, such Proposer will be disqualified from eligibility to perform the work described in this Request for Proposal, and may also be disqualified from furnishing future goods or services to, and from submitting any future bids or proposals to supply goods or services to, Manatee County.

By submitting a proposal, the Proposer represents to the County that all statements made and materials submitted are truthful, with no relevant facts withheld. If a Proposer is determined to have been untruthful in its proposal or any related presentation, such Proposer will be disqualified from eligibility to perform the work described in this Request for Proposal, and may also be disqualified from furnishing future goods or services to, and from submitting any future bids or proposals to supply goods or services to, Manatee County.

#### **A.15 COLLUSION**

By offering a submission to this Request for Proposal the Proposer certifies the Proposer has not divulged to, discussed or compared his proposal with other Proposers and has not colluded with any other Proposer or parties to this proposal whatsoever. Also, the Proposer certifies, and in the case of a joint proposal, each party thereto certifies, as to their own organization that in connection with this proposal:

- a. any prices and/or data submitted have been arrived at independently, without consultation, communication or agreement, for the purpose of restricting competition, as to any matter relating to such prices and/or cost data, with any other Proposer or with any competitor;
- b. any prices and/or cost data quoted for this proposal have not been knowingly disclosed by the Proposer prior to the scheduled opening directly or indirectly to any competitor;
- c. no attempt has been made or will be made by the Proposer to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition;
- d. the only person or persons interested in this proposal as principal or principals is/are named therein and that no person other than therein mentioned has any interest in this proposal or in the contract to be entered into; and
- e. no person or agency has been employed or retained to solicit or secure this contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, excepting bona fide employees.

#### **A.16 PUBLIC ENTITY CRIMES**

In accordance with Section 287.133, Florida Statutes, a person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a proposal on a contract to provide any goods or services to a public entity, may not submit a proposal on a contract with a public entity for the construction or repair of a public building or public work, may not submit proposals on leases or real property to a public entity, may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017 for Category Two for a period of 36 months from the date of being placed on the convicted vendor list.

In addition, Manatee County Code Chapter 2-26 Article V prohibits the award of County contracts to any person or entity who/which has, within the past 5 years, been convicted of, or admitted to in court or sworn to under oath, a public entity crime or of any environmental law that, in the reasonable opinion of the Purchasing Official, establishes reasonable grounds to believe the person or business entity will not conduct business in a reasonable manner.

To ensure compliance with the foregoing, the Manatee County Code requires all persons or entities desiring to contract with the County to execute and file with the purchasing official an affidavit, executed under the pain and penalties of perjury, confirming that person, entity, and any person(s) affiliated with the entity, does not have such a record and is therefore eligible to seek and be awarded business with the County. **Proposer is to complete Attachment "C" and submit with your proposal.**

#### **A.17 LOBBYING**

After the issuance of any Request For Proposals, prospective Proposers or any agent, representative or person acting at the request of such Proposer shall not contact, communicate with or discuss any matter relating in any way to the Request For Proposals with any officer, agent or employee of Manatee County other than the Purchasing Official or as directed in the Request For Proposals. This prohibition begins with the issuance of any Request for Proposals and ends upon an award of the final contract, when all solicitations have been rejected, or when the request has been canceled. Violators of this prohibition shall be subject to sanctions as provided in the Manatee County Code Chapter 2-26.

#### **A.18 EQUAL EMPLOYMENT OPPORTUNITY**

In accordance with the provisions of Title VI of the Civil Rights Act of 1964 and Title 15, Part 8 of the Code of Federal Regulations, Manatee County hereby notifies all prospective Proposers that they will affirmatively ensure minority business enterprises will be afforded full opportunity to participate in response to this advertisement and will not be discriminated against on the grounds of race, color or national origin in consideration for an award of contract.

#### **A.19 AMERICANS WITH DISABILITIES ACT**

The Board of County Commissioners of Manatee County, Florida, does not discriminate upon the basis of any individual's disability status. This non-discrimination policy involves every aspect of the County's functions including one's access to, participation, employment, or treatment in its programs or activities. Anyone requiring reasonable accommodation for the **public meetings** specified herein (i.e. Information Conference or Proposal Opening), should contact the person named on the first page of this document at least twenty four (24) hours in advance of the activity to request accommodations.

**END SECTION A**



## **SECTION B: SCOPE OF SERVICES**

### **B.01 BACKGROUND AND INTRODUCTION**

Manatee County offers many services to its citizens including law enforcement; emergency medical services; construction and maintenance of street and traffic systems, roadways, bridges and other infrastructure; preservation and maintenance of beaches, parks and environmentally sensitive lands; recreation facilities, programs and cultural activities; comprehensive planning and community development; community information and education programs; health and human services; water and wastewater utilities; solid waste disposal facilities; storm water utility facilities; and public transportation activities.

For liability protection in providing these many services, the County's Safety and Risk Management Division (RMD) administers an insurance and risk management program for its Board of County Commissioners, Sheriff, Clerk of the Circuit Court, Supervisor of Elections, Tax Collector, and Property Appraiser. These agencies have a total of approximately 3400 employees; and claims totaling 224 for Workers Compensation and 548 for Auto and General Liability for the period of October 11, 2011 to September 30, 2012. The County is self-insured for general liability and automobile insurance and maintains high deductible policies for property, general liability, auto liability, and workers compensation claims.

The purpose of this RFP is to obtain from qualified firms, their experience, qualifications, and pricing to provide a claims management software system ("System") to manage the County's insurance claims. The successful proposer shall provide all software and services necessary to implement a System that meets the requirements stated in this RFP.

### **B.02 PROJECT OVERVIEW**

Our project objective is to select a System that will enhance the services to our clients and external contacts. It is the preference of the County to obtain a web-based (vendor-host) program that will provide secure and reliable access. It is the goal of the County to maintain all of its claims and associated data on the same system. The System selected through this solicitation must provide the ability to collect claim information, administer claims, track reserves, payments and transactions, capture, process and report relevant data, and interface with third party vendors and systems and support a paperless claims environment. It is the intent for the System to provide "field" personnel the ability to enter new incidents into the system and attach supporting documentation electronically for RMD to evaluate and manage the incident from claim to closure.

## **B.03** **MINIMUM TECHNICAL STANDARDS**

### **B.03.1 CURRENT SYSTEM**

The County currently uses an Oracle PL/SQL application created in-house for General Liability and Property claims. Workers Compensation claims are processed by a Third Party Administrator using an in-house claims system which is currently being revised to operate on a Microsoft SQL server environment. The current system provides General Liability, Automobile Liability, County Vehicle Loss, County Property Loss and Civil/Other claims administration capabilities. These capabilities include, but are not limited to, incident/claim reporting, claims management, and financial tracking.

The County has five (5) employees in the RMD, two of which are Attorneys and three “field” personnel who will be using the system and inputting data. Other users are to be provided access to view claims, attachments, and reports but not be allowed to make any substantial changes to the data base.

### **B.03.2 REQUIREMENTS**

The successful proposer shall work with the County to compile information to obtain a clear understanding the County’s current operating processes and develop a functional System possessing, at a minimum, the following capabilities:

- a. Upload last three fiscal years of claims from the current systems into the new software in order to maintain past loss history by coverage and “business unit”. Build hierarchy within the software system in such a fashion as to allow reporting to be done at each level of the structure by coverage line, business unit, and the like.
- b. Conversion of **all** data from the existing systems to the new System.
- c. Streamlined, web-based incident reporting capabilities for complete accuracy of data collected. Capability to input and upload claim log notes and document directly to the claim file and view all claim activity in real time.
- d. Ad hoc reporting and the flexibility to allow limited report generation by users outside of the claims administration function.
- e. Integration with the County’s other relevant electronic information systems to create a more seamless, consolidated data management capability.
- f. Role based security.
- g. Accessibility by County contracted vendors.
- h. Capacity to provide paperless claim processing, workflow management and electronic data interchange with external regulatory bodies.

- i. Store and index attachments (documents and images), and support native file formats, including PDF, PDF (text searchable), .tif, .jpg, .png and popular MS Office file formats, and/or be able to integrate with OnBase or MS SharePoint.
- j. The System shall provide an overall architecture that has the flexibility to remain current with technology and respond to changing business conditions.
- k. The successful proposer shall provide ongoing application support and regular product releases and upgrades.
- l. The System shall be configurable so that established processes and data elements can be modified as new demands for tracking data or statutory requirements are imposed.
- m. The System shall adhere to and implement current privacy standards of HIPAA requirements, and follow the national electronic data interchange (EDI) standards and use the national standard codes such as HCPCS, CPT, and CDT.
- n. The System shall have a plan and strategy for disaster backup and recovery performance.

### **B.03.3 FUNCTIONALITIES**

The System shall perform, at a minimum, the following functions:

- a. **Workers Compensation:** Manage process from First Report of injury to claim settlement. The System to be configured to support Best Practices by prompting key information during data gathering and throughout the claim's lifecycle. Financial management to include automated reserves and payments, scheduled indemnity payments with prompts for ending dates. Record claimant demographic data, claim numbers, type, status and representatives for documenting general injury and/or illness data, in addition to cause, nature, body part, and other key reporting information. Employment information such as wage, benefit, employer, occupation, employment history and job duties, work status, and return to work efforts.
- b. **General and Automobile Liability:** Record insured, claimant demographic data, claim numbers, type, status, and representatives. Automobile loss information including vehicle and driver demographics, vehicle damage description and estimates, owner and passenger information, accident description, safety compliance or violations, insurance and agency report submissions, traffic and injury related documentation, and third party investigation assignments.

- c. Property loss information would include names, descriptions and locations, in addition to damage descriptions, estimates and owner demographics.
- d. Accident or loss related details to include cause, nature, time and date, insurance and agency report submissions, and third party investigation assignments.
- e. General liability to record a general description of loss and demand amount, accident or loss details including date and time, claimant age, safety compliance or violations, insurance and agency report submissions, third party investigation assignments, and injury related documentation and medical history.
- f. Financial transactions such as the ability to set and edit reserves, record receipt and payment/denial of bills, record subrogation and recovery transactions.
- g. Settlements are to be tracked with documentation of demands, evaluations, authorizations and agreements between all parties to the claim, including primary and excess insurers.
- h. The System should record litigation information including tracking applicant and defense attorneys, filings, depositions, mediations and hearing outcomes.
- i. A free-form notepad with diary and Email functionality.
- j. Database to have merge fields which interface with user definable templates automating critical claim management correspondence and forms.

#### **B.03.4 DEMONSTRATION**

A software demonstration may be required to assist the County in evaluating the proposed System features and capabilities before a decision to enter into negotiations is made. Provisions may be made to furnish the Proposer with any needed test data and a description of desired outputs. Proposer(s) will be responsible for all costs associated with the providing the demonstration. Demonstrations can be provided by video conference, computer, or other means.

#### **B.03.5 SUPPORT / MAINTENANCE**

The County requires the successful proposer to provide support services for a minimum period of one (warranty) year following System acceptance at no additional cost to the County. Support services shall include telephone and online technical and user support, as well as on-site services if necessary.

Following expiration of the initial one year period, the successful proposer shall provide support services, including, but not limited to, telephone and online technical and user support, as well as on-site services if necessary.

#### **B.03.6 TRANSITION PLAN**

The successful proposer shall be capable of implementing a plan for executing the transition of claims including all necessary set-up, interfacing, integration, and training. The plan shall also include a process to handle outstanding and open claims during the transition period.

**END OF SECTION B**

## **SECTION C: FORM OF PROPOSAL**

This section identifies specific information which must be contained within each proposal. The contents of each proposal shall be **separated** and **arranged with tabs** in the same order as listed in **Sections C.01 through C.05**, identifying the response to each specific item.

The information that you provide shall be used to determine those Proposers with the perceived ability to perform the Scope of Services as stated in this Request for Proposal which may overall best meet the needs of Manatee County. A review with those Proposers reasonably susceptible of being selected for award may be conducted for the purposes of clarification of both ability and benefit to Manatee County, see Section D Selection.

### **C.01 MINIMUM QUALIFICATIONS (Licensing) TO BE CONSIDERED:**

To qualify for any consideration, the Proposer(s) shall have the knowledge and expertise of insurance claims processing functions, preferable within a self-administered public sector environment.

Proposals may be presented by a single business entity, a joint venture, or partnership.

### **C.02 ADMINISTRATIVE SUBMITTAL**

- a. Proposal Signature Form. (Attachment A)
- b. Public Contracting and Environmental Crimes Cert. (Attachment C).

### **C.03 INFORMATION TO BE SUBMITTED**

Note: Tabs are required to identify each item defined in this Section.

Proposers are to document in their Proposals they have the following experience:

- a. Proposers shall have substantial, current, and verifiable experience in the providing the services described within the Scope of Services set forth herein.

To validate experience, expertise and capabilities, Proposers shall provide a list of clients for whom your firm has provided similar Systems within the past two (2) years. Such information shall include, but not be limited to:

Name, title, address, and phone number of the organization(s) or individual(s) provided as references(s), the date (by month and year) when these services were provided.

- b. Provide a description of each Proposer's **background and size**. Provide a general statement of qualifications to include Proposers' professional credentials, legal status, and experience in providing the System and services enumerated in this Request for Proposal.
- c. Submit a narrative **explaining the direct economic benefit to Manatee County to be realized by selecting Proposer(s)**. In addition include a discussion of the employment, subcontracting, and support services to be procured within the County.
- d. Provide an **explanation of the Proposers' legal capacity** to perform all parts of the scope of services. Include a description of corporate or other structure and governance, and detail the legal, financial, and technical capabilities of Proposer(s) relevant to performing the scope of services. If more than one Proposer is teaming up to file a proposal, any prior work any two or more joint proposers have done before should be detailed.
- e. Identify each **principal of the firm and other "key personnel"** who will be professionally associated with the County. Do not include personnel that will not have a key role in providing services. Describe their respective areas of expertise.

For each identified person, list:

- Full Name
  - Professional credentials
  - Area of expertise, individual's roles and duties in providing services
  - Office address
  - Email address
  - Telephone number
  - Personalized resumes which identify the qualifications, training, and experience of each key personnel
- f. **Local Office.** Gaining maximum economic impact is paramount. Proposer(s) should therefore describe whether the successful proposer will be physically located within the County and detail what plans and policies will be adopted to help ensure County citizen receive preferential consideration for employment, and vendors located within the County will be used as suppliers of goods and services needed to perform the scope of services.
  - g. Disclose **any ownership interest in other entities involved in these type services** which might reasonably be selected to perform work under the scope of services set forth in this Request for Proposals. This ownership disclosure shall be included, whether such ownership occurs by the Proposer through a parent, subsidiary or holding company or any other form of business entity. Submit entity names and the percent of ownership for each.

- h. **System:** Describe your claim management system platform in detail including initial setup processes.

Describe the capability of customizing data fields and their labels to capture information that may not be in the core product and how it will affect future maintenance/enhancement upgrades to the software.

Describe the System's claim audit features and provide a sample of an audit trail within your system to clarify what specific data is captured in the documentation.

Provide samples of your standard reports and describe ad hoc reporting features.

Describe System's bill paying feature/module in detail.

Describe the System's caseload assignment functionality for new claims and for reassigning claims for absence coverage.

Describe the System's media storage capabilities including format and size limitations (recorded statements, video surveillance, etc.).

Describe your system's speed response time for initial screen loading, screen changes, report generation time, etc.

Would the County be capable of downloading data at any time? Verify whether the System has 24/7 availability and 99.9% uptime including all scheduled and unanticipated updates?

What level of service will you guarantee?

Describe manufacturer's testing process. System shall be operating to the County's satisfaction prior to the System acceptance by the County.

- i. **Training:** Detail all training to be provided: by whom, how often, and to whom. This shall include initial training at the System startup and on-going training, training on upgrades and enhancements.

- j. **Support:** Provide a complete description of your support and training. Provide a copy of the standard and optional service level agreement covering these services if applicable.

Provide support description and support hours. (number of: days, staff on site, etc.)

Problem response and resolution times.

Provide contact information and response procedure to problems. Outline severity levels and response times; differentiate between problems and software bugs.



- k. **Maintenance:** Detail how updates and enhancements are handled and with what frequency (include time and days in the schedule) and if prior notice is given.

Distinguish between regular and emergency maintenance.

Specify whether or not upgrades are included in the services and if they are mandatory or voluntary. Also identify what is actually included in an “upgrade.”

- l. **Security:** Describe security protocols or measures you have in place that will protect the data that would normally reside within the System?

Describe security provisions at the hosting centre and the technical infrastructure. Is your hosted location HIPAA compliant, 3<sup>rd</sup> party audits? Who has access to the host facility? Emergency power availability?

Details of the firewalls and any encryption used. How do users normally authenticate into your application.

Detail restriction on access to passwords (internal and /or external).

Provide information about virus protection mechanisms.

Describe notification to the County of security breaches.

**Disaster Recovery Plan:** Provide an outline of your quality assurance protocols and guarantees, including remediation procedures for dealing with data disaster. Provide a process for a recovery plan, business continuity planning, and for dealing with data breaches, include County notification. Estimated time for restoring access to the System.

What is classified as a “disaster”?

Outline testing procedures and how often a test is administered.

Identify any third parties used for disaster recovery.

- m. **Backup:** Provide information of media used for data backup. Frequency of backups including incremental. Are backups stored at a physically separate location?

- n. **Project Timeline:** Provide a proposed project timeline to include the time required, prior to the commencement date, to coordinate the transition issues with the County. The successful proposer will work with the County to schedule and implement the project requirements, i.e., conversion, configuration, reporting, testing, acceptance, and training.

- o. **Cost Proposal:** Detail a cost proposal that clearly delineates all costs to the County for the System and its implementation, including the analysis to obtain an understanding of the County’s current process, cost for hardware and licensing fees that may be required, System startup and initial training, as well as ongoing training, maintenance and support.

Provide cost to include uploading the last three fiscal years of claims from current systems.

Provide a cost for conversion of all data from the existing systems to the new System.

Provide annual maintenance costs after the initial warranty period.

Proposers shall clearly state what is included in their System and which modules are optional. It is the County's objective to obtain the best solution for a liability claims management system and a workers' compensation claims management system.

Proposed total cost shall be developed utilizing the staff required for the project and their individual hourly rates of compensation including all overhead, payroll taxes, insurance, workman's compensation, benefits, etc., and profit necessary to perform the work in a professional and efficient manner. Proposer shall describe the individual staff members including "key personnel", subcontractor, and all other support personnel by title, the hours estimated for each, and the hourly rate for each, and a line total cost per staff member.

- p. Provide a narrative describing your understanding of the scope of services and your approach in the performance of this RFP.

#### **C.05 SUPPLEMENTAL INFORMATION**

Submit any other additional information which would assist the County in the evaluation of your proposal. The County welcomes any and all suggestions of additional product features which would enhance delivery of customer service or increase employee productivity.

**NOTE:** The County reserves the right to make such investigation and solicit additional information or submittals as it deems necessary to determine the ability of any Proposer to perform the Scope of Services stated in this Request for Proposal.

#### **END SECTION C**

## **SECTION D: SELECTION**

### **D.01 EVALUATION FACTORS**

Evaluation of proposals will be conducted by an evaluation committee. The committee's goal will be to identify the proposal which will overall best meet the needs of Manatee County as determined from the proposals received and subsequent investigation by the County. Evaluation factors are price and demonstrated ability of the Proposer(s) to perform the Scope of Services as generally outlined in Section B of this Request for Proposal in the most timely and efficient manner and the proposal(s) which will provide the best solution to meet the needs of Manatee County as determined from the responses to this Request for Proposal and subsequent investigation.

### **D.02 RELATIVE IMPORTANCE OF EVALUATION FACTORS**

Unless noted, no weight will be assigned to the Evaluation Factors stated above.

### **D.03 PRELIMINARY RANKING**

An evaluation committee shall determine from the responses to this Request for Proposals and subsequent investigation as necessary, the Proposer(s) most qualified to be selected to negotiate an agreement.

### **D.04 REVIEW OF PROPOSERS AND PROPOSALS**

In-person reviews may be conducted with responsible Proposers who are deemed reasonably susceptible of being selected for award, for the purposes of assuring full understanding of: (a) conformance to the solicitation requirements, (b) the abilities of the Proposer, and (c) the proposal submitted.

Proposers shall be available for presentations to and interviews with the County upon reasonable notification from the Purchasing Division. The date(s) and time(s) of any such presentations / interviews shall be determined solely by the County, and may be closed to the public in the discretion of the Purchasing Official, and to the extent permitted by law.

### **D.05 SELECTION FOR NEGOTIATION**

The evaluation committee will make a recommendation to the County Administrator as to the proposer the County should enter negotiations with. The County Administrator will act upon that recommendation and, if accepted, the successful Proposer(s) will be invited to enter negotiations led by the Purchasing Division.

**D.06 AWARD**

Award of an agreement is subject to the successful negotiations and the approval of either the County Administrator or the Board of County Commissioners (as provided for in the current Manatee County Code and Procurement Procedures).

**END SECTION D**

## **SECTION E: NEGOTIATION OF THE AGREEMENT**

### **E.01 GENERAL**

The following general terms and conditions apply to the proposal submitted for consideration and the subsequent negotiations:

- a. The proposal will serve as a basis for negotiating an agreement, but not compel adherence to its terms or conditions.
- b. Upon submission, all proposals become the property of the County which has the right to use any or all ideas presented in any proposal submitted in response to this Request for Proposal whether or not the proposal is accepted.
- c. All products and papers produced in the course of this engagement become the property of the County upon termination or completion of the engagement.

### **E.02 AGREEMENT**

The selected Proposer(s) shall be required to negotiate an agreement, in a form and with provisions acceptable to Manatee County.

The negotiated Agreement may or may not include all elements of this RFP or the resulting successful proposal where alternative terms or conditions become more desirable to the County, and the parties agree to such terms.

The parties will negotiate the term of the agreement, and the circumstances in which it may be renewed, assigned or terminated.

The parties will negotiate matters of insurance, liability, record-keeping, auditing, and all other relevant contractual matters.

**END SECTION E**

## ATTACHMENT A: PROPOSAL SIGNATURE FORM

For: RFP #13-1529DC CLAIMS MANAGEMENT SOFTWARE SYSTEM

Firm Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

\_\_\_\_\_  
City, State, Zip Code

FL Dept of Business Regulation License #: \_\_\_\_\_ if applicable

Federal Employer Identification Number (FEIN): \_\_\_\_\_

MBE/WBE/SBE Certification? \_\_\_\_\_

Telephone No: (\_\_\_\_) \_\_\_\_\_

Email address: \_\_\_\_\_

The undersigned attests to his (her, their) authority to submit this proposal and to bind the firm herein named to perform as per agreement. If the firm is selected by the County the undersigned certifies that he/she will negotiate in good faith to establish an agreement to provide consulting services according to the requirements of this Request for Proposal.

Date: \_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name and Title of Above Signer

\_\_\_\_\_  
Address of branch office proposed to service Manatee County if other than above

\_\_\_\_\_  
Name and Title of Firm's Representative for Manatee County

\_\_\_\_\_  
Telephone Number and Email Address of Firm's Representative for Manatee County

## ATTACHMENT B

### **MANATEE COUNTY LOCAL PREFERENCE LAW AND VENDOR REGISTRATION**

#### Vendor Registration

All vendors are encouraged to register with Manatee County using the on-line "Vendor Registration" web page on [www.mymanatee.org](http://www.mymanatee.org).

Enclosed is a copy of the current Manatee County law that details the County's Local Preference and definition of a Local Business.

If you assert that your firm meets the stated definition of a Local Business, we ask that in addition to registering on the County's Web page, you fill out the attached "**Affidavit As To Local Business Form**" that is the **last page** in this section of the proposal, have the completed document notarized, and mail the original to the following address: Manatee County Administration Center, 1112 Manatee Avenue West, Suite 803, Bradenton, FL 34205.

Your cooperation in registering your business with Manatee County will enhance our opportunities to identify sources for goods and services, plus identify Local Businesses. This information is used for soliciting quotations up to \$250,000.00 and for competitive solicitations of larger purchases.

You will note that Manatee County collaborates with the Manatee Chamber of Commerce, posting bids on [www.manateechamber.com](http://www.manateechamber.com) as well as using the same vendor categories for registration. Our staff can assist you with your registration as needed. Our office hours are 8:00 A.M. to 5:00 P.M., Monday through Friday on regular business days. Please call (941) 749-3014 if you wish to have a purchasing staff member assist you.

#### **Quick steps to on line registration:**

**[www.mymanatee.org](http://www.mymanatee.org)**

A link to "Purchasing" is listed under the "Quick Links" on page one of this County Web Site. On the left hand side of the Purchasing Web page, click on "Vendor Registration."

This will bring up the Vendor Registration form for on-line input. Please note "local business" is defined in the Manatee County Code.

Thank you for reviewing this information and considering registering your business with Manatee County. Registration is not mandatory; however, by taking the time to register, you are helping the County to provide timely notifications of quotation, bid, and proposal opportunities to your business.

## **MANATEE COUNTY LOCAL PREFERENCE LAW AND VENDOR REGISTRATION**

### **Section 2-26-6. Local preference, tie bids, local business defined.**

(a) Whenever a responsible local business bidder and a responsible non-local business bidder are found, upon the opening of bids, to have both submitted the lowest responsive bid, the bid of the local bidder shall be awarded the contract. Should more than one responsible local business bidder match the responsible non-local business bidder's lowest responsive bid, or should no responsible local business bidder match the lowest responsive bid but two or more responsible non-local business bidders submit lowest responsive bids for equal amounts, then the award of the contract shall be determined by a chance drawing, coin toss, or similar tie-breaking method conducted by the purchasing office and open to the public. Any bidders seeking to be recognized as local businesses for purposes of this local business preference provision may be required by the terms of the bid announcement to certify they meet the definition of local business set forth in this section, and to register as a local business with the county in the manner prescribed by the county to facilitate the county's ability to track the award of contracts to local businesses and to allow the county to provide future notifications to its local businesses concerning other bidding opportunities.

(b) Nothing herein shall be deemed to prohibit the inclusion of requirements with respect to operating and maintaining a local place of business in any invitation for bids when the bidder's location materially affects the provisions of the services or supplies that are required by the invitation.

(c) Local business is defined as a business legally authorized to engage in the sale of the goods and/or services to be procured, and which certifies within its bid that for at least six (6) months prior to the announcement of the solicitation of bids it has maintained a physical place of business in Manatee, Desoto, Hardee, Hillsborough, Pinellas or Sarasota County with at least one full-time employees at that location.

**(d) Each solicitation for bids made by the county shall contain terms expressly describing the local business preference policies of the county, and shall provide that by electing to submit a bid pursuant to a request for bids, all bidders are deemed to understand and agree to those policies.**

(e) For all contracts for architecture, professional engineering, or other professional services governed by Florida Statute § 287.055, the Consultants' Competitive Negotiation Act, the county shall include the local business status of a firm among the factors considered when selecting which firms are "most highly qualified." In determining which firm is the "most qualified" for purposes of negotiating a satisfactory contract, preference shall be given to a local business where all other relevant factors are equal.

(f) Local preference shall not apply to the following categories of contracts:

1. Goods or services provided under a cooperative purchasing agreement or similar "piggyback" contract;
2. Contracts for professional services subject to Florida Statute § 287.055, the Consultants' Competitive Negotiation Act, except as provided for in subsection (e) above;



## **Section 2-26-6. Local preference, (CONTINUED)**

(f) Local preference shall not apply to the following categories of contracts continued)

3. Purchases or contracts which are funded, in whole or in part, by a governmental or other funding entity, where the terms and conditions of receipt of the funds prohibit the preference;
4. Purchases or contracts made pursuant to a non-competitive award process, unless otherwise provided by this section;
5. Any bid announcement which specifically provides that the general local preference policies set forth in this section are suspended due to the unique nature of the goods or services sought, the existence of an emergency as found by either the county commission or county administrator, or where such suspension is, in the opinion of the county attorney, required by law.

(g) To qualify for local preference under this section, **a local business must certify to the County that it:**

1. Has not within the five years prior to the bid announcement admitted guilt or been found guilty by any court or state or federal regulatory enforcement agency of violation of any criminal law, or a law or administrative regulation regarding fraud;
2. Is not currently subject to an unresolved citation or notice of violation of any Manatee County Code provision, except citations or notices which are the subject of a current legal appeal, as of the date of the bid announcement;
3. Is not delinquent in the payment of any fines, liens, assessments, fees or taxes to any governmental unit or taxing authority within Manatee County, except any such sums which are the subject of a current legal appeal.

Ref: Manatee County Code § 2-26-6.

MANATEE COUNTY GOVERNMENT AFFIDAVIT AS TO LOCAL BUSINESS

(Complete and Initial Items B-F)

A. Authorized Representative

I, [name] \_\_\_\_\_, am the [title] \_\_\_\_\_

and the duly authorized representative of: [name of business]\_\_\_\_\_, and that I possess direct personal knowledge to make informed responses to these certifications and the legal authority to make this Affidavit on behalf of myself and the business for which I am acting; and by electing to submit a **proposal** pursuant to this **Request For Proposals**, shall be deemed to understand and agree to the local business preference policies of Manatee County; and that I have the direct knowledge to state that this firm complies with all of the following conditions to be considered to be a Local Business as required by the Manatee County Code § 2-26-6.

B. Place of Business: I certify that the above business is legally authorized to engage in the sale of goods and/or services and has a physical place of business in Manatee, DeSoto, Hardee, Hillsborough, Pinellas or Sarasota County with at least one (1) fulltime employee at that location. The physical address of the location which meets the above criteria is: \_\_\_\_\_[Initial]\_\_\_\_\_

C. Business History: I certify that business operations began at the above physical address with at least one fulltime employee on [date] \_\_\_\_\_ [Initial]\_\_\_\_\_

D. Criminal Violations: I certify that within the past five years of the date of this **proposal** announcement, this business has not admitted guilt nor been found guilty by any court or local, state or federal regulatory enforcement agency of violation of any criminal law or administrative regulation regarding fraud. [Initial]\_\_\_\_\_

E. Citations or Code Violations: I certify that this business is not currently subject to any unresolved citation or notice of violation of any Manatee County Code provision, with the exception of citations or notices which are the subject of a legal current appeal within the date of this **proposal** announcement. [Initial] \_\_\_\_\_

F. Fees and Taxes: I certify that within this business is not delinquent in the payment of fines, liens, assessments, fees or taxes to any governmental unit or taxing authority within Manatee County, with the exception of those which are the subject of a legal current appeal. [Initial]\_\_\_\_\_

*Each of the above certifications is required to meet the qualification of "Local Business" under Manatee County Code § 2-26-6.*

Signature of Affiant\_\_\_\_\_

STATE OF FLORIDA  
COUNTY OF \_\_\_\_\_

Sworn to (or affirmed) and subscribed before me this \_\_\_\_ day of \_\_\_\_, 20\_\_\_\_, by (name of person making statement).

(Notary Seal) Signature of Notary:\_\_\_\_\_

Name of Notary (Typed or Printed)\_\_\_\_\_

Personally Known \_\_\_\_ OR Produced Identification \_\_\_\_ Type of Identification Produced \_\_\_\_\_

**Submit executed copy to Manatee County Purchasing, Suite 803, 1112 Manatee Avenue W., Bradenton, FL 34205**

## Attachment "C"

### PUBLIC CONTRACTING AND ENVIRONMENTAL CRIMES CERTIFICATION

#### SWORN STATEMENT PURSUANT TO ARTICLE V, MANATEE COUNTY CODE

**THIS FORM MUST BE SIGNED AND SWORN TO IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICIAL AUTHORIZED TO ADMINISTER OATHS.**

This sworn statement is submitted to the Manatee County Board of County Commissioners by \_\_\_\_\_

\_\_\_\_\_ for \_\_\_\_\_  
[print individual's name and title] [print name of entity submitting sworn statement]

whose business address is: \_\_\_\_\_

and (if applicable) its Federal Employer Identification Number (FEIN) is \_\_\_\_\_. If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement: \_\_\_\_\_.

I understand that no person or entity shall be awarded or receive a county contract for public improvements, procurement of goods or services (including professional services) or a county lease, franchise, concession or management agreement, or shall receive a grant of county monies unless such person or entity has submitted a written certification to the County that it has not:

(1) been convicted of bribery or attempting to bribe a public officer or employee of Manatee County, the State of Florida, or any other public entity, including, but not limited to the Government of the United States, any state, or any local government authority in the United States, in that officer's or employee's official capacity; or

(2) been convicted of an agreement or collusion among bidders or prospective bidders in restraint of freedom of competition, by agreement to bid a fixed price, or otherwise; or

(3) been convicted of a violation of an environmental law that, in the sole opinion of the County's Purchasing Director, reflects negatively upon the ability of the person or entity to conduct business in a responsible manner; or

(4) made an admission of guilt of such conduct described in items (1), (2) or (3) above, which is a matter of record, but has not been prosecuted for such conduct, or has made an admission of guilt of such conduct, which is a matter of record, pursuant to formal prosecution. An admission of guilt shall be construed to include a plea of nolo contendere; or

(5) where an officer, official, agent or employee of a business entity has been convicted of or has admitted guilt to any of the crimes set forth above on behalf of such and entity and pursuant to the direction or authorization of an official thereof (including the person committing the offense, if he is an official of the business entity), the business shall be chargeable with the conduct herein above set forth. A business entity shall be chargeable with the conduct of an affiliated entity, whether wholly owned, partially owned, or one which has common ownership or a common Board of Directors. For purposes of this Form, business entities are affiliated if, directly or indirectly, one business entity controls or has the power to control another business entity, or if an individual or group of individuals controls or has the power to control both entities. Indicia of control shall include, without limitation, interlocking management or ownership, identity of interests among family members, shared organization of a business entity following the ineligibility of a business entity under this Article, or using substantially the same management, ownership or principles as the ineligible entity.

ATTACHMENT "C" (cont'd.)

Any person or entity who claims that this Article is inapplicable to him/her/it because a conviction or judgment has been reversed by a court of competent jurisdiction, shall prove the same with documentation satisfactory to the County's Purchasing Director. Upon presentation of such satisfactory proof, the person or entity shall be allowed to contract with the County.

I UNDERSTAND THAT THE SUBMISSION OF THIS FORM TO THE CONTRACTING OFFICER FOR MANATEE COUNTY IS VALID THROUGH DECEMBER 31 OF THE CALENDAR YEAR IN WHICH IT IS FILED. I ALSO UNDERSTAND THAT ANY CONTRACT OR BUSINESS TRANSACTION SHALL PROVIDE FOR SUSPENSION OF PAYMENTS, OR TERMINATION, OR BOTH, IF THE CONTRACTING OFFICER OR THE COUNTY ADMINISTRATOR DETERMINES THAT **SUCH PERSON OR ENTITY HAS MADE FALSE CERTIFICATION.**

\_\_\_\_\_  
[Signature]

STATE OF FLORIDA  
COUNTY OF \_\_\_\_\_

Sworn to and subscribed before me this \_\_\_\_ day of \_\_\_\_\_, 20\_\_ by \_\_\_\_\_

Personally known \_\_\_\_\_ OR Produced identification \_\_\_\_\_  
[Type of identification]

\_\_\_\_\_  
Notary Public Signature My commission expires \_\_\_\_\_

\_\_\_\_\_  
[Print, type or stamp Commissioned name of Notary Public]

**Signatory Requirement** - In the case of a business entity other than a partnership or a corporation, this affidavit shall be executed by an authorized agent of the entity. In the case of a partnership, this affidavit shall be executed by the general partner(s). In the case of a corporation, this affidavit shall be executed by the corporate president.