

COUNTY OF BOONE - MISSOURI



**REQUEST FOR PROPOSAL
FOR
BOONE COUNTY COLLECTOR TAX PAYMENT
REMITTANCE SYSTEM WITH REMOTE DEPOSIT**

**RFP #37-06AUG08
Release Date: July 16, 2008**

**Submittal Deadline:
August 6, 2008
not later than 10:30 a.m. CST**

**Boone County Purchasing
601 E. Walnut Street, Room 208
Columbia, Missouri 65201**

**Melinda Bobbitt, CPPB, Director
Phone: (573) 886-4391 Fax: (573) 886-4390
E-mail: mbobbitt@boonecountymmo.org**



NOTICE OF REQUEST FOR PROPOSAL

Boone County is accepting Request for Proposals for the following:

PROPOSAL #: 37-06AUG08 – Boone County Collector Tax Payment Remittance System with Remote Deposit

Sealed proposals will be accepted until **10:30 a.m. on Wednesday, August 6, 2008** in the Boone County Purchasing Office, Boone County Johnson Building, Room 208, 601 E. Walnut Street, Columbia, MO 65201.

Request for Proposals are available in the Purchasing Office and requests for copies may be made by phone (573) 886-4391; fax (573) 886-4390 or e-mail: mbobbitt@boonecountymo.org.

Vendors may obtain further information on the Boone County Web Page at <http://www.showmeboone.com>.

Melinda Bobbitt, CPPB
Director of Purchasing

Insertion: July 16, 2008
COLUMBIA DAILY TRIBUNE



1. INTRUCTIONS AND GENERAL CONDITIONS

1.1 **Delivery of Proposals:** Sealed proposals, subject to Instructions and General Conditions and any special conditions set forth herein, will be received at the Boone County Purchasing office until the proposal closing date and time indicated herein for furnishing the County with services as detailed in the following request for proposal.

- a) **Proposal Closing:** All proposals shall be **delivered before 10:30 A.M.**, Central Time, on Wednesday, August 6, 2008 to:

Boone County Purchasing Department
Melinda Bobbitt, CPPB, Director
601 E. Walnut Street, Room 208
Columbia, Missouri 65201-4460

- b) The County will not accept any proposals received after 10:30 A.M. and will return such late proposals to the Offeror.
- c) Offerors must submit one (1) original, and seven (7) copies of the proposal (total of eight). Proposals will be opened publicly at 10:30 a.m. on August 6, 2008, but only names of Offerors will be read aloud. All proposal responses will be considered public information and following contract execution or rejection of all proposal responses, all responses will become a part of public record and will be released to any person or firm who requests it.
- d) Proposals must be submitted in a sealed envelope identified with the proposal number and date of closing. List the proposal number on the outside of the box or envelope and note "Response to Request for Proposal enclosed."
- e) If you do not care to submit a proposal, please return the *No Bid Response Page* and note your reason. No fax or electronic transmitted proposals will be accepted.
- f) If you have obtained this proposal document from our Web Page or from a source other than the Boone County Purchasing Department, please check with our office prior to submitting your proposal to ensure that you have a complete package. The Purchasing Department cannot be responsible for providing addenda if we do not have you on our Vendor list for this proposal.



2. INTRODUCTION AND GENERAL INFORMATION

2.1 Introduction:

- 2.1.1 This document constitutes a request for sealed proposals for a **Boone County Collector Tax Payment Remittance System with Remote Deposit** as set forth herein.
- 2.1.2 Organization – This document, referred to as a Request for Proposal (RFP), is divided into the following parts:
- 1) Instructions and General Conditions
 - 2) Introduction and General Information
 - 3) Scope of Services
 - 4) Proposal Submission Information
 - 5) Response/Pricing Page

2.2. Guideline for Written Questions:

- 2.2.1 All questions regarding this Request for Proposal shall be submitted in writing, prior to the pre-proposal conference and no later than 5:00 p.m., Thursday, July 31, 2008. All questions must be mailed, faxed or e-mailed to the attention of Melinda Bobbitt, CPPB, Director of Purchasing. All such questions will be answered in writing, and such answers will be provided to all parties having obtained a Request for Proposal packet by the County by posting the addendum on the County Web site at www.showmeboone.com (Select Purchasing, then Current Bid Opportunities). Submit questions to:
- a. Melinda Bobbitt, CPPB
Director of Purchasing
601 E. Walnut Street, Room 208
Columbia, Missouri 65201
Phone: (573) 886-4391
Fax: (573) 886-4390
E-mail: mbobbitt@boonecountymo.org
- 2.2.2 In the event that it becomes necessary to revise any part of this RFP, written addenda will be issued. Any addendum to this RFP is valid only if in writing and issued by the Boone County Purchasing Department. Verbal conversations or agreements with any officer, agent, or employee of the County which modify any terms or obligations of this RFP are invalid.



SCOPE OF SERVICES

3.1. Project Description:

The County of Boone – Missouri, hereafter referred to as the *County*, seeks a qualified firm to provide a **Tax Payment Remittance System with Remote Deposit for the Boone County Collector.**

Objective: To enter into a contract in which the Contractor delivers, installs, implements and passes an acceptance test on equipment, software, training, and documentation.

3.2. Background Information:

3.2.1. Process Background

The County currently prints and mails 130,000 property tax bills and licenses annually. This number is expected to increase as the County continues to grow. The printed bill includes a return coupon containing a code 39 barcode that provides the bill number. The County is considering automating this process in order to lower cost and improve service to the taxpayers and taxing districts of the County. For this reason, the County is seeking proposals for a remittance processing system and an associated Check 21 (X9.37) imaging and remote deposit system. The County's database is based on an IBM i5 (AS/400).

3.2.2. Additional information about the County of Boone – Missouri can be obtained from the following internet web site at: <http://www.showmeboone.com>.

3.2.3. Although an attempt has been made to provide accurate and up-to-date information, the County of Boone – Missouri does not warrant or represent that the background information provided herein reflects all relationships or existing conditions related to this Request for Proposal.

3.3. Scope of Work:

3.3.1. Remittance System Essential Functions – The County has determined the system must provide the following capabilities:

3.3.1.1. Endorsement of the checks and money orders for deposit

3.3.1.2. Provide all functionality to complete remote deposits

3.3.1.3. Must be Check 21 (X9.37) compliant

3.3.1.4. Upload data from coupons into host computer individually (preferred) and/or by batches

3.3.1.5. Support Multiple OCR Fonts

3.3.1.6. CAR/LAR (Courtesy Amount Recognition/Legal Amount Recognition) to read handwritten amounts

3.3.1.7. Use of CAR/LAR to allow one pass mixed processing of multi/single/partial payments without sorting

3.3.1.8. Automatic feeding (minimum of 100)

3.3.1.9. PC to Host Communication

In order to allow the transaction data to be uploaded to the host accounts receivable system, the data will need to be in a format, which can be accepted by that system

3.3.1.10. Adjustable tolerance level

3.3.2. Ability to read the following zones on a check / payment coupon

3.3.2.1. CAR/LAR

3.3.2.2. Micr routing and check number

3.3.2.3. Name on check (typically in top left corner)

3.3.2.4. Date

3.3.2.5. Signature (verify the check is signed)

3.3.2.6. Read tax coupons (Code 39 Barcode)

3.3.2.7. Code 39 Barcode is current method being used. This could be tailored, based on handheld scanner capabilities.

3.3.2.8. Read change of address on payment coupon (this is not required but highly desired)

3.3.3. Process Multiple Types of batches

3.3.3.1. Process the following types of transactions, either in separate batches, or mixed within a batch:

- a. Single coupon/single check
- b. Single coupon/multiple checks
- c. Multiple coupons/single check
- d. Multiple coupons/multiple checks

3.3.4. Sort Options

3.3.4.1. Processed coupons and checks

3.3.4.2. Exceptions / rejects

3.3.5. Report Options

3.3.5.1. Batch and deposit reports

3.3.5.2. Customizable reporting

3.3.5.3. Ability to re-scan check only for a deposit report

3.3.5.4. Complete audit trail

3.3.5.5. Reporting/Inquiry Module

3.3.5.6. Audit Report

3.3.5.7. Daily Activity Detail Report

3.3.5.8. Generate Daily Balancing

3.4. Contractor Requirements:

3.4.1. Reply with Features and Specifications

3.4.1.1. Rated Document Throughput

3.4.1.2. Provide a reasonable figure for actual throughput (not track speed) to use in estimating processing time. Verification of the quoted speed may be required as part of a functional demonstration.

3.4.1.3. Image Capture

3.4.1.4. Provide the dots per inch and format of the images stored.

3.4.2. Delivery and Implementation Schedule

The County plans to install all requested software and equipment as soon as possible after contract execution. The County's expectations are to have the system operational on or before **September 26, 2008**. The Offeror must include a realistic delivery and implementation schedule with proposal response. Tasks to be performed by the Contractor as well as by the County should be specifically stated and included in the schedule. The County estimates a contract award by September 2, 2008.

3.4.3. Installation and Training

The Offeror shall provide complete installation of the hardware and software, ensure proper system performance, and complete acceptance testing. Training is required to cover all aspects of user operation including supervisor and system administration functions.

3.4.4. Training for End Users and System's Administration

Provide a proposed training schedule. The County will determine the level of training to be adequate and any questions or areas needing further explanation must be addressed by the Contractor prior to system acceptance.

3.4.5. Warranties

Offeror must provide warranty coverage information for all equipment and software modules. Include applicable starting periods for warranties.

3.4.6. Support Services

3.4.6.1. Software Support must be provided via phone, email and remote diagnostics during normal business hours.

3.4.6.2. Hardware Support - Describe hardware support expected response times. (i.e. time to first call back and time to technician onsite repair).

3.4.7. Equipment and Software Sign-Off

3.4.7.1. The County requires that acceptance testing take place within two (2) business days of the completion of installation and be conducted using a checklist of functions to be verified:

- Verification of all functions and menus as listed in specification
- Verification of OCR read rate
- Verification of endorsing (audit trail) quality and accuracy

- Verification of document sorting
- Verification of check and batch listings for accuracy and format
- Verification of edit functions
- Verification of upload functions
- Upload test batch to ensure accurate postings
- Retrieve saved images
- Verify image quality
- Verify image print function

Any discrepancies noted in any of the tests must be corrected by the Contractor prior to system acceptance.

3.4.8. Equipment and Software Documentation

Contractor must provide both on-line and hard copy documentation (User's Manual) to the County at no extra charge.

3.4.9. Equipment and Software Maintenance and Updates

Provide the procedure the Contractor uses for enhancements and upgrades. Detail any charges involved. Include a total of six years of maintenance pricing broken out in one year increments.

3.4.10. Software Source Code

A complete copy of the proposed source code is required to be available in escrow upon request.

3.4.11. Insurance Requirements: The Contractor shall not commence work under this contract until they have obtained all insurance required under this paragraph and such insurance has been approved by the County, nor shall the Contractor allow any subcontractor to commence work on their subcontract until all similar insurance required of subcontractor has been so obtained and approved. All policies shall be in amounts, form and companies satisfactory to the County which must carry an A-6 or better rating as listed in the A.M. Best or equivalent rating guide. Insurance limits indicated below may be lowered at the discretion of the County.

3.4.11.1. Compensation Insurance - The Contractor shall take out and maintain during the life of this contract, **Employee's Liability and Worker's Compensation Insurance** for all of their employees employed at the site of work, and in case any work is sublet, the Contractor shall require the subcontractor similarly to provide Worker's Compensation Insurance for all of the latter's employees unless such employees are covered by the protection afforded by the Contractor. Worker's Compensation coverage shall meet Missouri statutory limits. Employers' Liability limits shall be \$500,000.00 each employee, \$500,000.00 each accident, and \$500,000.00 policy limit. In case any class of employees engaged in hazardous work under this Contract at the site of the work is not protected under the Worker's Compensation Statute, the Contractor shall provide and shall cause each subcontractor to provide Employers' Liability Insurance for the protection of their employees not otherwise protected.

- 3.4.11.2. Comprehensive General Liability Insurance** - The Contractor shall take out and maintain during the life of this contract, such comprehensive general liability insurance as shall protect them and any subcontractor performing work covered by this contract, from claims for damages for personal injury including accidental death, as well as from claims for property damages, which may arise from operations under this contract, whether such operations be by themselves or for any subcontractor or by anyone directly or indirectly employed by them. The amounts of insurance shall be not less than \$1,000,000.00 combined single limit for any one occurrence covering both bodily injury and property damage, including accidental death. If the Contract involves any underground/digging operations, the general liability certificate shall include X, C, and U (Explosion, Collapse, and Underground) coverage. If providing Comprehensive General Liability Insurance, then the Proof of Coverage of Insurance shall also be included.
- 3.4.11.3. Commercial Automobile Liability** - The Contractor shall maintain during the life of this contract, automobile liability insurance in the amount of not less than \$1,000,000.00 combined single limit for any one occurrence, covering both bodily injury, including accidental death, and property damage, to protect themselves from any and all claims arising from the use of the Contractor's own automobiles, teams and trucks; hired automobiles, teams and trucks; and both on and off the site of work.
- 3.4.11.4. Proof of Carriage Insurance** - The Contractor shall furnish the County with Certificate(s) of Insurance which name the County as additional insured in an amount as required in this contract, contain a description of the project or work to be performed, and requiring a thirty (30) day mandatory cancellation notice. In addition, such insurance shall be on occurrence basis and shall remain in effect until such time as the County has made final acceptance of the facility contracted.
- 3.4.12. Indemnity Agreement:** To the fullest extent permitted by law, Contractor shall indemnify, hold harmless and defend the County, its directors, agents, and employees from and against all claims arising by reason of any act or failure to act, negligent or otherwise, of Contractor, (meaning anyone, including but not limited to consultants having a contract with Contractor or subcontractor for part of the services), of anyone directly or indirectly employed by Contractor, or of anyone for whose acts the Contractor may be liable, in connection with providing these services. This provision does not, however, require Contractor to indemnify, hold harmless, or defend the County of Boone from its own negligence.
- 3.4.13.** In performing all services under the resulting contract agreement, the Contractor will comply with all local, state and federal laws.

3.5. County Requirements:

Equipment

The County will provide the following equipment if required:

Any PC workstation(s)

Any Server(s)

Any Monitor(s)

Any Printer(s)

3.6. Contract Terms and Conditions:

3.6.1. The successful Contractor is prohibited from assigning, transferring, conveying, subletting, or otherwise disposing of this agreement or its rights, title or interest therein, or its power to execute such agreement to any other person, company or corporation without the prior consent and approval in writing by the County.

3.6.2. Offeror must clearly state in writing any restrictions or deviations from these specifications. In the absence of such statement, the County will assume that all items/services offered are in strict compliance with the technical and financial requirements, contract terms and conditions as described in these specifications. The proposal of the Contractor will be included as part of the final contract.



4. PROPOSAL SUBMISSION INFORMATION

4.1. RESPONSE TO PROPOSAL

4.1.1. Submission of Proposals:

4.1.1.1. When submitting a proposal, the Offeror should include the **original and seven (7) additional copies.**

a. The Offeror shall submit the proposal to:

Boone County Purchasing Department
Attn: Melinda Bobbitt, CPPB, Director of Purchasing
601 E. Walnut Street, Room 208
Columbia, MO 65201

b. The proposals must be delivered no later than **10:30 a.m. on August 6, 2008.** Proposals will not be accepted after this date and time.

4.1.1.2. To facilitate the evaluation process, the Offeror is encouraged to organize their proposal into distinctive sections that correspond with the individual evaluation categories described herein.

a. Each distinctive section should be titled with each individual evaluation category and all material related to that category should be included therein.

b. The signed response page from the original RFP and all signed amendments should be placed at the beginning of the proposal.

c. The Proposal must, at a minimum, address all mandatory and desired services, equipment, materials, etc. Responses will fully describe how the service will be performed and what hardware/software (if any) is required at the County to access the service.

4.1.1.3. The Offeror is cautioned that it is the Offeror's sole responsibility to submit information related to the evaluation categories, and that the County is under no obligation to solicit such information if it is not included with the proposal. The Offeror's failure to submit such information may cause an adverse impact on the evaluation of the proposal. Any Offeror whose responses deviate from the outlined specifications may automatically be disqualified.

4.1.1.4. Offeror's Contacts: Offerors and their agents (including subcontractors, employees, consultants, or anyone else acting on their behalf) must direct all of their questions or comments regarding the RFP, the evaluation, etc. to the buyer of record indicated on the first page of this RFP. Offerors and their agents may not contact any County employee other than the buyer of record regarding any of these matters during the solicitation and evaluation process. Inappropriate contacts are grounds for suspension and/or exclusion from specific procurements. Offerors and their agents who have questions regarding this matter should contact the buyer of record.

4.1.2. Competitive Negotiation of Proposals: The Offeror is advised that under the provisions of this Request for Proposal, the County reserves the right to conduct negotiations of the proposals received or to award a contract without negotiations. If such negotiations are conducted, the following conditions shall apply:

4.1.2.1. Negotiations may be conducted in person, in writing, or by telephone.

4.1.2.2. Negotiations will only be conducted with potentially acceptable proposals. The County reserves the right to limit negotiations to those proposals, which received the highest rankings during the initial evaluation phase.

4.1.2.3. Terms, conditions, prices, methodology, or other features of the Offeror's proposal may be subject to negotiation and subsequent revision. As part of the negotiations, the Offeror may be required to submit supporting financial, pricing and other data in order to allow a detailed evaluation of the feasibility, reasonableness, and acceptability of the proposal.

4.1.2.4. The mandatory requirements of the Request for Proposal shall not be negotiable and shall remain unchanged unless the County determines that a change in such requirements is in the best interest of the entities.

4.1.3. Evaluation and Award Process:

4.1.3.1. Boone County has selected an evaluation team to review responses and to make a formal recommendation for award to the County Commission. After determining a responsible Offeror and a responsive proposal through the determination that the proposal satisfies the mandatory requirements stated in the Request for Proposal, the evaluation team will use both objective analysis and subjective judgment in conducting a comparative assessment of the proposal in accordance with the evaluation criteria stated below:

a. Method of Performance

- Ability of the equipment and software to meet County general and specific integration requirements, as shown in the response, and verified by references and/or functional demonstration
- Software packages available now and enhancements planned
- Offeror's ability to support both the hardware and software
- Results of reference checks and on-site/off-site demonstrations
- Level, quality and type of client training and technical assistance provided
- Upward compatibility for future growth
- Ease of use and operation of the system according to the County's general and specific requirements
- Date Implementation of system Set by Offeror

b. Experience/Expertise of Offeror

c. Total Cost - which considers both initial acquisition and ongoing operating costs

4.1.3.2. After an initial evaluation process, a question and answer interview may be conducted with the Offeror, if deemed necessary by the County. In addition, the Offeror may be asked to make an oral presentation and demonstration of their proposed system at a designated Boone County location or other site. Attendance cost shall be at the Offeror's expense. All arrangements and scheduling will be coordinated by the County. The tentative dates that demonstrations may be scheduled are August 19 and 20, 2008.

4.1.4. Evaluation:

4.1.4.1. Experience and reliability of the Offeror's organization are considered subjectively in the evaluation process. Therefore, the Offeror is advised to submit any information, which documents successful and reliable experience in past performances, especially those performances related to the requirements of this RFP.

4.1.4.2. **Qualifications Statement/References:** The Offeror shall provide the following information related to previous and current services/contracts performed by the Offeror's organization and any proposed subcontractors which are similar to the requirements of this RFP.

a) References: Please provide a list of three to five government agencies/municipalities (preferably County) for which you have provided similar services in the past five years who are using the equipment and software proposed. The list should provide a contact name, e-mail address, telephone number, address, length of time using your system and a brief description of the users' equipment and software configuration.

b) Company Information to be supplied –

1. Ownership of your company
 2. Number of years in business
 3. Number of installations
 4. Total number of employees
 5. An indication if software and hardware are being developed internally or distributed by the Offeror
 - In the case of internal development, include Proof of Certifications (i.e. Microsoft Certification, ISO)
 - In the case of a distributorship, include confirmation of status as an authorized distributor
- 4.1.4.3. The Offeror should submit a copy of all licenses, certifications, accreditation, and/or permits, which may be required by state, federal, and/or local law, statute, or regulation in the course of conduct of the Offeror's business. If not submitted with the proposal, the County reserves the right to request and obtain a copy of any license or certification required to perform the defined services prior to contract award.
- 4.1.4.4. Proposals will be subjectively evaluated based on the Offeror's distinctive plan for performing the requirements of the RFP. Therefore, the Offeror should present a written narrative, which demonstrates the method or manner in which the Offeror proposes to satisfy these requirements. The language of the narrative should be straightforward and limited to facts, solutions to problems, and plans of action.
- 4.1.4.5. Where the words "shall" or "must" are used, they signify a required minimum function of system capacity that will heavily impact the Offeror's final response rating.
- 4.1.4.6. Where the words "should", "may" or "desired" are used, they signify that the feature or capacity is desirable but not mandatory; therefore, the specifications in question will possess minimal impact on the Offeror's final response rating.
- 4.1.4.7. The method by which the proposed method of performance is written will be left to the discretion of the Offeror. However, the Offeror should address each specific paragraph and subparagraph of the Specifications by paragraph and page number as an item for discussion. Immediately below these numbers, write descriptions of how, when, by whom, with what, to what degree, why, where, etc, the requirements will be satisfied.

4.1.5. Rejection / Withdrawal of Proposals Response:

Rejection of Proposals The right is reserved by the County at its discretion to reject any or all proposals or parts thereof. The County reserves the right to waive defects or informalities, to negotiate with Offeror's and to accept the proposal deemed to be in the best interest of the County.

Withdrawal of Proposals Proposals may be withdrawn on written request from the Offeror at the address shown in the solicitation prior to the time of acceptance.

Negligence on the part of the Offeror in preparing the proposal confers no right of withdrawal after the time fixed for the acceptance of the proposals.

4.1.6. Validity of Proposal Response:

Offeror agrees that proposal response shall remain firm for a period of ninety (90) calendar days after the date specified for the return of proposals.



5. Response/Pricing Page

In compliance with this Request for Proposal and subject to all the conditions thereof, the Offeror agrees to furnish the services/equipment/supplies requested and proposed and certifies he/she has read, understands, and agrees to all terms, conditions, and requirements of this proposal and is authorized to contract on behalf of the firm named below. (Note: This form must be signed. All signatures must be original and not photocopies).

Company Name: _____

Address: _____

Telephone: _____ Fax: _____

Federal Tax ID (or Social Security #): _____

Print Name: _____ Title: _____

Signature: _____ Date: _____

E-Mail Address: _____

5.1. Attach Cost of Services to this Page and Place at the Beginning of your Proposal Response: List individual cost items and a grand total for proposed services. All costs shall be included and may include software, hardware, installation, implementation, training, and first year of software and hardware maintenance.

5.2. Include annual pricing for the following on-going software and hardware maintenance:

<u>Software</u>		<u>Hardware</u>	
2nd Year	\$ _____	2nd Year	\$ _____
3 rd Year	\$ _____	3 rd Year	\$ _____
4 th Year	\$ _____	4 th Year	\$ _____
5 th Year	\$ _____	5 th Year	\$ _____



"No Bid" Response Form

Boone County Purchasing
601 E. Walnut, Room 208
Columbia, MO 65201

Melinda Bobbitt, CPPB, Director
(573) 886-4391 – Fax: (573) 886-4390

"NO BID RESPONSE FORM"

**NOTE: COMPLETE AND RETURN THIS FORM ONLY IF YOU DO NOT WANT TO
SUBMIT A BID**

If you do not wish to respond to this bid request, but would like to remain on the Boone County vendor list for this service/commodity, please remove form and return to the Purchasing Department by mail or fax.

If you would like to FAX this "No Bid" Response Form to our office, the FAX number is (573) 886-4390.

**Bid: 37-06AUG08 – Boone County Collector Tax Payment
Remittance System with Remote Deposit**

Business Name: _____

Address: _____

Telephone: _____

Contact: _____

Date: _____

Reason(s) for Not Submitting Proposal Response :

