



SEDGWICK COUNTY, KANSAS
DIVISION OF FINANCE
PURCHASING DEPARTMENT
525 N. Main, Suite 823 ~ Wichita, KS 67203
Phone: 316 660-7255 Fax: 316 383-7055
<http://www.sedgwickcounty.org/finance/purchasing.asp>

REQUEST FOR PROPOSAL
#14-0093
ON-CALL SAP SUPPORT SERVICES

September 5, 2014

Dear Vendors,

Sedgwick County is seeking a firm to provide on-call SAP support services to the Enterprise Resource Planning (ERP) department. If your firm is interested in submitting a response, please do so in accordance with the instructions contained within the attached Request for Proposal.

Receipt of vendor proposals will only be acknowledged at the bid opening (no details or pricing will be read into record). After the evaluation process proposed base pricing for goods/services may be disclosed at the Board of Bids and Contracts meeting. Other information provided in your response will be considered proprietary and will not be divulged during the proposal evaluation process. Because purchases and contractual agreements of this nature require the expenditure of public funds and the use of public facilities, proposers shall understand that portions (potentially all) of their proposal (including final contracts) will become public record after acceptance of a proposal by the Board of County Commissioners. Accept our assurance that the information provided will be used for evaluating the ability of your firm to provide goods/services prior to award and will not be shared with any other persons not involved with the selection process.

Kimberly Evans
Purchasing Agent

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I. Purpose

This document is a Request for Proposal. It differs from a Request for Bid/Quotation in that the County is **seeking a solution**, as described on the cover page and in the following Background Information section, **not a bid/quotation** meeting firm specifications for the lowest price. As such, **the lowest price proposed will not guarantee an award** recommendation. As defined in Charter Resolution No. 65, Competitive Sealed Proposals will be evaluated based upon criteria formulated around the most important features of a product or service, of which quality, testing, references, availability or capability, may be overriding factors, and price may not be determinative in the issuance of a contract or award. The proposal evaluation criteria should be viewed as standards that measure how well a vendor's approach meets the desired requirements and needs of the County. Those criteria that will be used and considered in evaluation for award are set forth in this document. The County will thoroughly review all proposals received. The County will also utilize its best judgment when determining whether to schedule a pre-proposal conference, before proposals are accepted, or meetings with vendors, after receipt of all proposals. A Purchase Order/Contract will be awarded to a qualified vendor submitting the best proposal. **Sedgwick County reserves the right to select, and subsequently recommend for award, the proposed equipment/service which best meets its required needs, quality levels and budget constraints.**

The county is seeking a firm to provide on-call SAP support services to Sedgwick County ERP. Support in all areas may be needed at any time. These areas include, but are not limited to, functional support in various SAP modules, basis administration, ABAP development, major and minor implementations, and system enhancements. The following modules are currently supported by Sedgwick County ERP:

1. SAP ERP Central Component (ECC)
 - a) Financial Accounting (FICO)
 - b) Payroll (PY)
 - c) Human Capital Management (HCM)
2. Enterprise Portal (EP)
3. SAP Solution Manager (SM)
4. SAP Business Warehouse (BW)
5. SAP Business Planning & Consolidation (BPC)
6. SAP Business Intelligence (BI)
7. SAP Supplier Relationship Management (SRM)
8. SAP Supplier Self-Services (SUS)
9. SAP Process Integration (PI)
10. Procurement for Public Sector (PPS)

II. Submittals and Tentative Timeline

Carefully review this Request for Proposal. It provides specific technical information necessary to aid participating firms in formulating a thorough response. Should you elect to participate, submit one (1) original **AND** one (1) electronic copy (CD or flash drive) of the entire document with any supplementary materials to:

Kimberly Evans
Sedgwick County Purchasing Department
525 N. Main, Suite 823
Wichita, KS 67203

SUBMITTALS are due **NO LATER THAN 1:45 p.m. CDT, TUESDAY SEPTEMBER 30, 2014**. Responses must be sealed and marked on the lower left-hand corner with the firm name and address, proposal number, and due date. Late or incomplete responses will not be accepted and will not receive consideration for final award.

Proposal responses will be acknowledged and read into record at bid opening which will occur at 2:00 p.m. CDT, on the due date. No information other than the respondent's name will be disclosed at bid opening.

Distribution of Request for Bid to interested parties	September 5, 2014
Clarification, Information and Questions submitted in writing	September 12, 2014
Addendum Issued	September 19, 2014
Sealed bids due before 1:45 p.m. CDT	September 30, 2014
Evaluation Period	October 1-October 15, 2014
Board of Bids and Contracts Recommendation	October 16, 2014
Board of County Commission Award	October 22, 2014

III. Mandatory Requirements and Specifications

Mandatory Requirements/Specifications

1. Vendor is required to provide staff in the requested area that has proven expertise in said area for each on-call request.
2. Provided staff must be able to work a part or full time schedule as needed that may vary between the hours of 7:30am-5:30pm Monday-Friday.
3. Vendor must provide detailed information with submittals on all staff that will be utilized throughout this contract. Information must include: work experience, certifications, systems they are fluent in and any other additional information the county may request to assist in proper placement. Any new staff hired by the vendor during contract period will also require this information be sent to the county.
4. Vendor must work directly with county staff to review performance of contracted staff. Person in charge of assigned staff should be available for email, phone and in person meetings. Vendor should plan to attend meetings with the county IT staff at a minimum of once per quarter to review performance standards.

IV. Sedgwick County’s Responsibility

To assist the successful proposer(s), Sedgwick County will do the following:

- Provide office space for contracted personnel to work. This space includes use of standard office equipment that county employees use to complete daily tasks. Equipment shall include, but is not limited to; computer, telephone, desk space with ergonomically correct seating and peripheral placement, and office supplies.
- Department supervisors of contracted personnel will provide answers to job related questions in a timely manner via email, telephone or in person. Sedgwick County fully intends to provide all necessary tools and information to assist contracted personnel to be successful during their working time at the county.

V. Proposal Terms

A. Questions and Contact Information

Any questions regarding this document must be submitted in writing to Kim Evans at kimberly.j.evans@sedgwick.gov. All requests for clarifications of the document shall be submitted no later than 5:00p.m. CDT Friday September 12, 2014. Answers will be provided in writing in the form of an addendum and will be posted on the county purchasing website <https://ssc.sedgwickcounty.org/RFORFPWebApp/RFP2.aspx> by 5:00p.m. CDT Friday September 19, 2014. Vendors are responsible for checking the web site and acknowledging any addenda on the proposal response form.

B. Minimum Firm Requirements

This section lists the criteria to be considered in evaluating the ability of firms interested in providing the service(s) and/or product(s) specified in this RFP. Firms must meet or exceed these qualifications to be considered for award. Specific responses to each must be provided as part of your response. Firms must:

1. Have the capacity to acquire all required insurances.
2. Have all the licenses and certifications necessary to perform the requested services.
3. Have provided services similar to those specified in this RFP, preferably for public sector entities.
4. Provide contact name(s), title(s), qualification(s), phone number(s) and e-mail address(s) of lead professional personnel assigned to the County account.
5. Provide four (4) references verifying exemplary service. These references MUST have received services similar to those proposed under this RFP. Provide the business name, address, contact name, email address, phone number, length of service contract for each site, and a brief description of products/services provided.
6. Discuss any current local, state or federal violations and any ongoing litigation that may cause conflicts or affect the ability of the vendor to provide service(s) and/or product(s).

7. Wear company uniform or ID badge for identification purposes while on County property.
8. The county reserves the right to require background checks of any personnel assigned by the successful proposer to perform services under this contract.

C. Selection Criteria

The selection process will be based on the responses to this *Request for Proposal* and any proposal review sessions. Vendors shall note that the lowest price proposed may not have a direct bearing on the final selection of a firm to provide the specified services. A committee comprised of members of the Sedgwick County Enterprise Resource Planning (ERP) department and the Purchasing Department, will judge each proposer’s response as determined by meeting the following criteria:

1. Ability to meet all Request for Proposal Mandatory Requirements as outlined herein and the clarity, completeness and comprehensiveness of the proposal.
2. Proposing the services which will best address the county’s objectives and Mandatory Requirements as set forth in this document.
3. Proposing the solution at the most advantageous cost to the County.
4. Provide references verifying exemplary service levels for similar burials.

The review committee will select the proposals which appear most beneficial. These proposers may be asked to provide a presentation to the review committee during the evaluation period. No negotiations, decisions, or actions shall be initiated by firm as a result of any verbal discussion with any County employee prior to the opening of responses to this document. Sedgwick County reserves the right to select, and subsequently recommend for award, the proposed equipment/service which best meets its required needs, quality levels, and budget constraints.

D. Contract Period and Payment Terms

The contract period with the successful proposer shall begin immediately following formal approval of the Board of County Commissioners, anticipated to be October 22, 2014 and continue for a period of one (1) year. The County may, at its own option, offer to extend the contract for two (2) 1-year periods for the terms and prices proposed or as negotiated. Any change in law that will affect the terms, conditions, or costs subsequent to contract initiation will be negotiated on an as need basis with Sedgwick County maintaining the final right of approval to determine applicability. Payments for all specified service(s) and/or products to the successful proposer can be made with the following criteria taken into consideration:

- Successful completion of the service(s) or product(s) requested;
- Completion of any necessary forms and/or service results;
- Monthly receipt of a detailed invoice.

E. Insurance Requirements

Worker’s Compensation:	
Applicable State Statutory Employer’s Liability	
Employer’s Liability Insurance:	\$100,000.00
Contractor’s Liability Insurance - Form of insurance shall be by a Commercial General Liability and include Automobile comprehensive/liability	
Bodily Injury:	
Each Occurrence	\$500,000.00
Aggregate	\$500,000.00
Property Damage:	
Each Occurrence	\$500,000.00
Aggregate	\$500,000.00
Personal Injury:	
Each Person Aggregate	\$500,000.00
General Aggregate	\$500,000.00
Automobile Liability-Owned, Non-owned and Hired	
Bodily Injury Each Person	\$500,000.00
Bodily Injury Each Occurrence	\$500,000.00
Professional Liability	\$500,000.00

Liability insurance coverage indicated below must be considered as primary and not as excess insurance. Contractor shall furnish a certificate evidencing such coverage, with County listed as an additional insured, except for professional liability, worker's compensation and employer's liability. Certificate shall be provided with bid/proposal submittals. Certificate shall remain in force during the duration of the project/services and will not be canceled, reduced, modified, limited, or restricted until thirty (30) days after County receives written notice of such change. All insurance must be with an insurance company with a minimum BEST rating of A-VIII and licensed to do business in the State of Kansas. It is the responsibility of Contractor to require that any and all approved subcontractors meet the minimum insurance requirements. Contractor shall obtain the above referenced certificate(s) of insurance, and in accordance with this Agreement, provide copies of such certificates to County.

F. Indemnification

To the fullest extent of the law, the Provider, its subcontractor, agents, servants, officers or employees shall indemnify and hold harmless Sedgwick County, including, but not limited to, its elected and appointed officials, officers, employees and agents, from any and all claims brought by any person or entity whatsoever, arising from any act, error, or omission of the provider during the providers performance of the agreement or any other agreements of the provider entered into by reason thereof. The provider shall indemnify and defend Sedgwick County, including, but not limited to, its elected and appointed officials, officers, employees and agents, with respect to any claim arising, or alleged to have arisen from negligence, and/or willful, wanton or reckless acts or omissions of the provider, its subcontractor, agents, servants, officers, or employees and any and all losses or liabilities resulting from any such claims, including, but not limited to, damage awards, costs and reasonable attorney's fees. This indemnification shall not be affected by any other portions of the agreement relating to insurance requirements. The provider agrees that it will procure and keep in force at all times at its own expense insurance in accordance with these specifications.

G. Confidential Matters and Data Ownership

The successful proposer agrees all data, records and information, which the proposer, its agents and employees, which is the subject of this Bid, obtain access, remains at all times exclusively the property of Sedgwick County. The successful proposer agrees all such data, records, plans and information constitutes at all times proprietary information of Sedgwick County. The successful proposer agrees that it will not disclose, provide, or make available any of such proprietary information in any form to any person or entity. In addition, the successful proposer agrees it will not use any names or addresses contained in such data, records, plans and information for the purpose of selling or offering for sale any property or service to any person or entity who resides at any address in such data. In addition, the successful proposer agrees it will not sell, give or otherwise make available to any person or entity any names or addresses contained in or derived from such data, records and information for the purpose of allowing such person to sell or offer for sale any property or service to any person or entity named in such data. Successful proposer agrees it will take all reasonable steps and the same protective precautions to protect Sedgwick County's proprietary information from disclosure to third parties as with successful proposer's own proprietary and confidential information. **Proposer agrees that all data, regardless of form that is generated as a result of this Request for Bid is the property of Sedgwick County.**

H. Proposal Conditions

In submitting a response to this Request for Proposal, vendors hereby understand the following (if any duplication exists previous subsections prevail):

<http://www.sedgwickcounty.org/purchasing/RfqRfq/rfpcond.pdf>

http://www.sedgwickcounty.org/purchasing/pdf_files/General_Contract_Provisions.pdf

VI. Required Response Content

Proposal(s) should be organized in the following format and information sequence:

Checklist

Use this checklist to ensure that all of the required documentation is in place before submitting a proposal.

- 1. Completed Proposal Response Form
- 2. Firm and Reference Information
- 3. Detailed responses to Section III, page 4.
- 4. Submit detailed pricing methodology.
- 5. Copy of sample contract language
- 6. Signed Non-Employee IT Usage Agreement

NEXT PAGE

VII. Proposal Response Form

**REQUEST FOR PROPOSAL
#14-0093
ON-CALL SAP SUPPORT SERVICES**

The undersigned, on behalf of the Proposer, certifies that: (1) this offer is made without previous understanding, agreement or connection with any person, firm, or corporation submitting a bid on the same project; (2) is in all respects fair and without collusion or fraud; (3) the person whose signature appears below is legally empowered to bind the firm in whose name the proposal is entered; (4) they have read the complete Request for Proposal and understands all provisions; (5) if accepted by the County, this proposal is guaranteed as written and amended and will be implemented as stated; and (6) mistakes in writing of the submitted proposal will be their responsibility.

NAME _____

DBA/SAME _____

CONTACT _____

ADDRESS _____ CITY/STATE _____ ZIP _____

PHONE _____ FAX _____ HOURS _____

TAX PAYER I.D. NUMBER _____ STATE INCORPORATED _____

COMPANY WEB SITE ADDRESS _____ E-MAIL _____

NUMBER OF LOCATIONS _____ NUMBER OF PERSONS EMPLOYED _____

TYPE OF ORGANIZATION: Public Corporation _____ Private Corporation _____ Sole Proprietorship _____

Partnership _____ Small Business _____ Manufacturer _____ Distributor _____ Retail _____ Dealer _____

General Nature of Business _____ FEIN/SS # _____ W-9 included _____

Not a Minority Owned Business _____ Minority Owned Business: _____ Certification # _____

African American ___ Asian ___ Hispanic ___ Native American ___ Other ___ Woman Owned Business ___

ACKNOWLEDGE RECEIPT OF ADDENDA: All addendum(s) are posted to our RFQ/RFP web page and it is the vendor's responsibility to check and confirm all addendum(s) related to this document by going to www.sedgwickcounty.org/finance/purchasing.asp.

NO. _____, DATED _____; NO. _____, DATED _____; NO. _____, DATED _____

Yes, I would like to be on the emergency vendor list.

No, I would not like to be on the emergency vendor list.

After Hours Phone #: _____ **Emergency Contact Name:** _____

After Hours Fax #: _____

In submitting a response to this document, vendor acknowledges all requirements, terms, conditions, and sections of this document. Proposal submission format should be by order in which sections are listed throughout the document. All minimum and general requirements should be specifically addressed and detailed in proposer's response. **Exceptions to any part of this document should be clearly delineated.**

In submitting a response to this document, vendor acknowledges acceptance of all sections of the entire document and has clearly delineated and detailed any exceptions.

Signature _____ Title _____

Print Name _____ Dated _____

Sedgwick County Non-Employee Information Technology Usage Agreement

Anyone that is not a Sedgwick County employee who will access Sedgwick County information technology in the course of their work for Sedgwick County ("Non-employee personnel") are required to sign this document before accessing any Sedgwick County information technology system. "Information technology" includes any computer, network, Internet access, electronic mail and voice message systems, facsimile devices, or other electronic systems used by Sedgwick County.

1. Non-employee personnel have no expectation of privacy in any electronic communications, use of Sedgwick County property, or Internet access. Sedgwick County reserves the right to review, audit, or monitor any information technology used by non-employee personnel.
2. Non-employee personnel shall use only accounts authorized by the Sedgwick County Chief Technology Officer (SCCTO).
3. Non-employee personnel may access only those resources for which they are specifically authorized.
4. Non-employee personnel are personally responsible for safeguarding their account and log-on information. Passwords shall adhere to the following.
 - a. Passwords shall remain confidential.
 - b. Passwords shall be changed at least every 90 days.
 - c. Passwords shall be at least six characters long.
 - d. Passwords shall contain characters from at least three of the following four classes: (i) English upper case letters, A, B, (ii) English lower case letters, a, b, (iii) Westernized Arabic numerals, 0,1,2, and (iv) Non-alphanumeric ("special characters") such as punctuation symbols.
 - e. Passwords shall not contain your user name or any part of your full name.
 - f. Passwords shall never be displayed, printed, or otherwise recorded in an unsecured manner.
5. Non-employee personnel are not permitted to script their user IDs and/or passwords for log-on access.
6. Non-employee personnel are not permitted to allow another person to log-on to any computer utilizing their, if provided, personal account, nor are they permitted to utilize someone else's account to log-on to a computer. Authorized system or service accounts may be used by multiple authorized people.
7. Non-employee personnel may not leave their workstation logged onto the network while away from their area. Non-employee personnel may elect to lock the workstation rather than logging off when leaving for very short time periods.
8. Non-employee personnel shall maintain a log, left with the computer, of all software loaded onto any Sedgwick County computer. The software must have been approved in writing in advance by the SCCTO.
9. Non-employee personnel shall execute only applications that pertain to their specific contract work.
10. Non-employee personnel shall promptly report log-on problems or any other computer errors to the Helpdesk (316-660-9811).
11. Non-employee personnel shall promptly notify the SCCTO if they have any reason to suspect a breach of security or potential breach of security.
12. Non-employee personnel shall promptly report anything that they deem to be a security loophole or weakness in the computer network to the SCCTO.
13. Non-employee personnel shall not install or use any type of encryption device or software on any Sedgwick County hardware, which has not been approved in writing in advance by the SCCTO.
14. Non-employee personnel shall not attach any device to the Sedgwick County network without prior written approval in advance from the SCCTO.
15. Non-employee personnel may not remove any computer hardware, data or software from a Sedgwick County building for any reason, without prior written approval from the SCCTO.
16. Non-employee personnel shall not delete, disable, or bypass any authorized encryption device, or anti-virus or other software program, installed on Sedgwick County hardware.
17. Non-employee personnel shall not attach any network or phone cables to any Sedgwick County device without written approval from the SCCTO.
18. Non-employee personnel may not copy any data and/or software from any Sedgwick County resource for personal use.
19. Non-employee personnel may not utilize Sedgwick County computer systems or networks for any of the following reasons:
 - a. Game playing;
 - b. Internet surfing not required for their work activity;
 - c. Non-related work activity; or
 - d. Any illegal activity.
 - e. Downloading of files from non-County resources. If files are needed for your work, contact Sedgwick County DIO IT personnel.
20. Non-employee personnel are prohibited from intercepting or monitoring network traffic by any means, including the use of network sniffers, unless authorized in writing in advance by the SCCTO.
21. Non-employee personnel may not give out any Sedgwick County computer information to anyone. Exception: other non-employee personnel needing the information to complete authorized tasks and who have signed this agreement. Information includes but is not limited to: IP addresses, security configurations, etc.
22. All data storage media shall be erased or destroyed prior to disposal.
23. Non-employee personnel may not remove, modify, erase, destroy or delete any computer software without the written approval in advance of the SCCTO.
24. Non-employee personnel shall not attempt to obtain or distribute Sedgwick County system or user passwords.
25. Non-employee personnel shall not attempt to obtain or distribute door passcodes/passkeys to secured rooms at any Sedgwick County facility for which they are not authorized.
26. All equipment issued to non-employee personnel will be returned in good condition to Sedgwick County upon termination of the Sedgwick County/non-employee Personnel relationship.
27. Non-employee personnel may not use Sedgwick County information technology to send or receive threatening, obscene, abusive, sexually explicit language or pictures.
28. Non-employee personnel are prohibited from causing Sedgwick County to break copyright laws.
29. Use by non-employee personnel of any Sedgwick County information technology will acknowledge acceptance of the above-referenced policies. Any non-employee who violates any of these policies shall be subject to disciplinary action, including total removal from the Sedgwick County project as well as being subject to Kansas civil and criminal liability. Disciplinary action may include Sedgwick County requesting the non-employee be considered for demotion, suspension and termination.

Non-employee personnel's signature

Date

Company's/Agency's name, printed

Non-employee personnel's name, printed

Purpose – reason you are signing the form