



DIVISION OF FINANCE – PURCHASING DEPARTMENT

100 N. Broadway St, Suite 610 Wichita, KS 67202 • Phone (316) 660-7255 • Fax (316) 660-1839
PURCHASING@SEDGWICK.GOV • SEDGWICKCOUNTY.ORG

REQUEST FOR PROPOSAL RFP #25-0057

PERMITTING, LICENSING, AND CODE ENFORCEMENT SOLUTION FOR MABCD AND MAPD

July 23, 2025

Sedgwick County, Kansas (hereinafter referred to as “county”) is seeking a firm or firms to provide a Permitting, Licensing, and Code Enforcement Solution for MABCD and MAPD. If your firm is interested in submitting a response, please do so in accordance with the instructions contained within this Request for Proposal. Responses are due no later than 1:45 pm CDT, September 9, 2025.

All contact concerning this solicitation shall be made through the Purchasing Department. Proposers shall not contact county employees, department heads, using agencies, evaluation committee members or elected officials with questions or any other concerns about the solicitation. Questions, clarifications and concerns shall be submitted to the Purchasing Department in writing. Failure to comply with these guidelines may disqualify the Proposer’s response.

Sincerely,

**Lee Barrier, NIGP-CPP
Senior Purchasing Agent**

LB/ch

Table of Contents

- I. [About this Document](#)
- II. [Background](#)
- III. [Project Objectives](#)
- IV. [Submittals](#)
- V. [Scope of Work](#)
- VI. [Sedgwick County's Responsibilities](#)
- VII. [Proposal Terms](#)
 - A. [Questions and Contact Information](#)
 - B. [Minimum Firm Qualifications](#)
 - C. [Evaluation Criteria](#)
 - D. [Request for Proposal Timeline](#)
 - E. [Contract Period and Payment Terms](#)
 - F. [Insurance Requirements](#)
 - G. [Indemnification](#)
 - H. [Confidential Matters and Data Ownership](#)
 - I. [Proposal Conditions](#)
- VIII. [Required Response Content](#)
- IX. [Response Form](#)

I. About this Document

This document is a Request for Proposal. It differs from a Request for Bid or 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 or 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. 68, Competitive Sealed Proposals will be evaluated based upon criteria formulated around the most important features of the product(s) and/or service(s), of which quality, testing, references, service, 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. 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 service(s) and/or product(s) which best meets its required needs, quality levels and budget constraints.**

The nature of this work is for a public entity and will require the expenditure of public funds and/or use of public facilities, therefore the successful proposer will understand that portions (potentially all) of their proposal may become public record at any time after receipt of proposals. Proposal responses, purchase orders and final contracts are subject to public disclosure after award. All confidential or proprietary information should be clearly denoted in proposal responses and responders should understand this information will be considered prior to release, however no guarantee is made that information will be withheld from public view.

II. Background

Sedgwick County, located in south-central Kansas, is one of the most populous of Kansas' 105 counties with a population estimated at more than 514,000 persons. It is the sixteenth largest in area, with 1,008 square miles, and reportedly has the second highest per capita wealth among Kansas' counties. Organizationally, the county is a Commission/Manager entity, employs nearly 2,800 persons, and hosts or provides a full range of municipal services, e.g. – public safety, public works, criminal justice, recreation, entertainment, cultural, human/social, and education.

The Metropolitan Area Building and Construction Department (MABCD) is a joint department with responsibility for numerous programs and processes within the Sedgwick County and City of Wichita local governments. Additionally, MABCD currently assists 17 smaller cities within Sedgwick County and two (2) cities in neighboring counties. The level and amount of support MABCD provides to jurisdictions both in and bordering Sedgwick County, is increasing. Of specific note is the level to which this support is likely to increase to agencies outside of Sedgwick County.

MABCD is designed to support all citizens and building/trade contractors in constructing new or remodeling existing residential buildings, and to support design professionals and contractors in all aspects of commercial building remodeling and/or new construction. This is accomplished through the review of permit applications, issuance of permits, and performance of inspections in residential construction. In addition to these actions, commercial projects also receive a thorough review of official site and building plans prior to receiving a permit. In support of these functions, MABCD also oversees the licensing and certification process for all contractors and trade professionals. Staff also permits and inspects all water well and wastewater (land use) activities in the unincorporated county. Several of our smaller county municipalities also utilize the department for these services at any given time. MABCD is the designated Floodplain Administrator for Sedgwick County and the City of Wichita. Therefore, MABCD is also responsible for management of the federal floodplain program in these areas, and for coordination of floodplain management efforts with neighboring jurisdictions. MABCD retains enforcement responsibility for Zoning, Sanitary (Land Use), and Nuisance Codes for unincorporated county areas. A division of MABCD serves as the enforcement arm for the residential nuisance and housing ordinances of the City of Wichita.

Annually, MABCD performs more than 100,000 building, trade, and land use inspections, issues nearly 30,000 permits and reviews upwards of 800 commercial building projects. The majority of business transactions (application, payment, and scheduling) occur online. There is a consistent push to enhance online services and better ensure uninterrupted support for customers. Additionally, MABCD works to streamline scheduling and inspection services/processes and to ensure inspections are always completed as scheduled. Current department performance indicators and associated targets include issuing residential permits (no plan review required) within one day of receiving a complete application, and to complete the initial review of commercial projects within an average of 14 days. Review deadlines for individual projects are currently based on construction valuation.

Neighborhood Inspection is a City of Wichita division housed within MABCD. The vision of MABCD's Neighborhood Inspection is to preserve Wichita's neighborhoods and to make Wichita a cleaner city through fair, cost-effective, and efficiently processed code enforcement activities. Unlike MABCD's overall operations, Neighborhood Inspection's work is specifically within Wichita's city limits. The division operates utilizing a complaint-based, case-management system in that incoming complaints are assigned to inspection staff based on geographic location and that inspector will "work" the case through to conclusion. The work of Neighborhood Inspection is high-volume, high-profile, deadline driven, and fast-paced.

In 2023, Neighborhood Inspection handled approximately 9,000 cases along with an additional 1,800 illegal dumping locations. Case types include residential nuisance (junk/debris/bulky waste), tall grass and weeds, residential zoning, housing, securing vacant structures, emergency demolitions, and formal condemnations. Illegal dumping currently operates under a work order assignment structure.

Based on the volume of inspections, permits, plan reviews, and nuisance cases, MABCD needs advanced permitting, licensing, and code enforcement software that can improve office efficiency. It is preferred that the system also be capable of managing plan reviews or have the means to integrate with a plan review partner. Currently, MABCD utilizes an on-premises system, Infor Public Sector (also known as Hansen), to document all nuisance cases, building and trade permits as well as contractor licenses. The system has been in use for over 10 years and contains approximately two (2) decades of historical data. The system selected during the RFP process should have the ability to provide enhanced permitting, licensing, plan review, and case tracking capabilities. It is anticipated that the system selected will be utilized by MABCD for at least the next 10 years.

The Metropolitan Area Planning Department (MAPD) is a consolidated city-county department comprised of planners, inspectors, and support staff. An inter-local agreement created the MAPD and the Wichita-Sedgwick County Metropolitan Area Planning Commission (MAPC). The MAPD provides professional planning services to the Wichita City Council and Sedgwick County Board of County Commissioners. The types of cases processed by the MAPD include requests for changes in land use, creation of subdivision plats, vacation requests, and the review of variances to the Unified Zoning Code, Wichita sign code, and Wichita Landscape Code. In addition, the MAPD also develops plans and policies as requested by its governing bodies; provides community engagement services; and helps identify strategies, tools, and processes for implementation. The department's activities are reviewed by the MAPC and the Subdivision & Utilities and Advance Plans subcommittees make recommendations to the governing bodies. Numerous other advisory boards and committees review the department's activities as well. The MAPD operates a customer service center at The Ronald Reagan Building in coordination with the MABCD as a "one stop shop."

In 2023, the MAPD processed 715 cases. These included county cases involving wireless communications towers, platting of subdivisions, mining/quarrying, event centers, and more. On average, MAPD staff processed just over 11 non-subdivision cases for every Wichita-Sedgwick County MAPC meeting.

The MAPD is working to increase staff capacity and productivity by utilizing technology. This is especially important for automating processes where possible, providing tools for citizens and stakeholders to access information, and maximizing opportunities for technology enhancements. Process automation has significant potential to reduce workload for staff. In addition to having the ability to easily find and track projects through the planning process and providing easy access to case related documents, another significant potential technology change would be online application submission.

The ability for the public and stakeholders to access information and to participate in the planning process is critical to the success of the MAPD and long-term success of our community. The MAPD continues to work on making case information and process information more readily accessible to the public. To date, the MAPD has been successful at incremental improvements to provide tools for citizens and stakeholders to access information. The improvements are important for staff capacity because they can reduce the amount of time responding to very basic and simple planning questions and increase the time available for staff to be working on more value-added tasks.

III. Project Objectives

Sedgwick County, Kansas (hereinafter referred to as “county”) is seeking a firm or firms to provide a complete software solution for permitting, licensing, and case management within the building and planning departments.. The following objectives have been identified for this contract:

1. Acquire a software solution meeting the parameters, conditions and mandatory requirements presented in the document.
2. Establish contract pricing for maintenance, support and professional service hours with the vendor that has the best proven “track-record” in performance, service and customer satisfaction.
3. Acquire a solution with the most advantageous overall cost to the county.

IV. Submittals

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 with an electronic response, the RFP number must be entered in the subject line and email the entire document with supplementary materials to:

Purchasing@sedgwick.gov

Should you elect to participate with a physical response, the response must be sealed and marked on the lower left-hand corner with the firm name and address, bid number, and bid due date. Submit one (1) original **AND** one (1) electronic copy (.PDF/Word supplied on a flash drive) of the entire document with any supplementary materials to:

Lee Barrier

Sedgwick County Purchasing Department
100 N. Broadway, Suite 610
Wichita, KS 67202

SUBMITTALS are due **NO LATER THAN 1:45 pm CDT, TUESDAY, September 9, 2025**. If there is any difficulty submitting a response electronically, please contact the Purchasing Technicians at purchasing@sedgwick.gov for assistance. Late or incomplete responses will not be accepted and will not receive consideration for final award. If you choose to send a hard copy of your proposal, Sedgwick County will not accept submissions that arrive late due to the fault of the U.S. Postal Service, United Parcel Service, DHL, FedEx, or any other delivery/courier service.

Proposal responses will be acknowledged and read into record at Bid Opening, **which will occur at 2:15 pm CDT on the due date**. No information other than the respondent’s name will be disclosed at Bid Opening. We will continue to have Bid Openings for the items listed currently. If you would like to listen in as these proposals are read into the record, **please dial our Meet Me line @ (316) 660-7271 at 2:15 pm.**

V. Scope of Work

Items listed in this section are requirements to completion of services under this contract. Contractor shall furnish labor, parts, material, and equipment necessary to perform the following:

A. Project Requirements

General Requirements	
	Workflows and Processing: The system proposed should provide state-of-the-art functionality that incorporates automated processing and easy to follow workflows from start to finish of each process. Workflows should also guide users in uniform entry of data and be easily customizable. Workflows should be available for all MABCD, Neighborhood Inspection, and MAPD processes.
	Public Portal: The system should have a public portal that allows for online permit and license submittal and tracking. There should be the ability to limit what information can be seen for different permit and license types. The portal should allow MAPD to publish documents for public viewing. The portal should also allow for Kansas Open Records Act (KORA) information to be provided to the public in real time.
	Nuisance Public Portal: Solution should provide the ability for customers to submit and track nuisance complaints. At a minimum, citizens should be able to search for complaints by address.
	Audit Trail: The system should provide audit trail capabilities to allow for tracking of all contractors and staff who have worked on a project. This includes tracking any contractors who may be replaced part way through a project.
	Document Generation: The system should automatically generate documents and correspondences (electronic and/or paper as required by ordinance) as part of the work-flow processes. This should include automatic renewal notifications, violation notifications, etc.
	Cashiering: The system should have cashiering capabilities and be able to interface with MSB, the County's credit card and ACH processing vendor for payment card terminal and online payment transaction processing. The system will also need to interface with the City of Wichita payment processor, MUNIS by Tyler Technologies. Additionally, the selected solution should have the ability to interface via a remote function call (RFC) with SAP S/4HANA.
	Reporting: The system should have robust reporting capabilities. This should include the option to automate standard and regularly used reports as well as ad hoc reporting capabilities. It is a requirement that staff be able to generate ad hoc reports when needed. Ad hoc report generation should be intuitive. Currently both SQL and BI are used for reporting.
	Drag and Drop Functionality: Users should have the ability to use a drag and drop approach to add items to permits and/or cases. This includes the ability to drag and drop emails, voicemails, photos, videos, credentials, etc.
	Integrated Voice Response: Capability for scheduling inspections, providing contractors with updates, and verifying inspection results via IVR.
	Roles and Responsibilities: The system should have customizable roles and responsibilities for system users. The system will be used by multiple jurisdictions that will need roles and responsibility settings separate from Sedgwick County's.
	Licensing: Provide information regarding licensing agreements and how increases in users are handled.
	Implementation: Provide a detailed plan and schedule for implementation. Include any required 3 rd party software. Proposals should include some flexibility to avoid high volume times of year which varies by division.
	Training: Provide a detailed training plan for administrators and end-users, including information on training materials provided as well as end user help features within the system. Include information on test environment used for training and/or data verification as well as ability to update the test environment to reflect current production needs. Discuss maintaining test environment during implementation and beyond. Include samples of current training materials and references of clients recently trained.
	Helpdesk/Support: Describe availability/accessibility of helpdesk support, both online and over the phone, including ticket submission, average response time, and after-hours support.
	Customizable Help Files: Demonstrate availability of self-discoverable solution files/knowledge base articles for use by staff. Staff should have the ability to customize articles and add these locally.

	Releases/Upgrades: Describe and outline strategy and approach to upgrades and enhancements, including both emergency and planned scenarios.
	Dashboards: Provide information regarding dashboards, both at the user level and system wide including customization and analytics capabilities.
	Remote and Mobile Access: Provide detailed information regarding any ability to access the system remotely. This should include both remote computer access as well as any applications available for mobile devices. Provide detailed information about functions/features that are available through remote/mobile access. Provide details regarding security features to prevent unauthorized access.
	Data Search: Provide detailed information regarding system search capabilities. This should include keywords and phrase searches. Describe abilities to search for date ranges as well as abilities to search across license, permit, and case types. Discuss any ability to identify duplicate records. OCR functionality would be preferred.
	Automated notifications/tasks: Provide details regarding the system's ability to create automatic notifications and to automate tasks. Describe how the system can monitor events and notify individual users and/or groups of users (including contractors, inspectors, and homeowners) at completion of event and to provide notification for deadlines based on events. Include capabilities to automate specific tasks based on events.
	Notes and Alerts: Provide details regarding any notes or alert/red flag fields including ability to search notes and alerts.
	Support of Multiple and Neighboring Jurisdictions: Ability to provide services to additional jurisdictions and expand services when needed. This should include the ability to interface with multiple GIS solutions. The preference would be for each jurisdiction to have its own module with the ability to track and enter building permits with itemized payments.
	Data History: Provide information regarding the ability to retain, view, search, and track specific data and information including from Andover, KS which currently uses Accela. This should include all permitting, licensing, and case management information.
	Data migration: Provide a solution for data migration. Existing active cases and historical data (defined timeframe) will need to be migrated to meet legal requirements and to provide access to data for research and discovery requests. This should include all permitting, licensing, and case management information including from Andover, KS which currently uses Accela.
	OnBase Interface: The solution should interface with OnBase or provide an alternative solution for storage of permitting and licensing documentation.
	GIS Interface: The solution should interface with the County's ESRI GIS software systems to support and/or automate regular GIS data and mapping updates.
	Laserfiche Interface: The solution should interface with Laserfiche, the City of Wichita's document management solution that is utilized by MAPD and City of Wichita GIS. The interface will allow online visitors to access the MAPD case information (staff reports, maps, graphics etc.).
	API Access: The solution should offer a rich REST and/or SOAP interface for general extensibility. APIs should be thoroughly documented.

Contractor Licensing and Trade Certificates

A. General

	Categories: The selected system should allow for the ability to add multiple license types and multiple trade certificate types. The system should also allow for different categories to have different requirements. For example, city vs. county sign hangers.
	Notifications: Automated notifications to customer for licensing, certificate, and insurance renewals.
	License Holds: Ability for staff to place a hold on a license. Automatic holds with expired credentials and/or insurance with notification to staff.
	Credentials: Ability to file and track credentials of each license.
	Application Management: Solution should provide the ability for applicant to apply online and attach documents as needed. There should also be the ability to upload paper applications received in the office. Staff needs to have the ability to approve the applications before the applicant can pay and/or print license. It is preferred that applicants be able to print their own license once the application has been completed.

	Assessment and Tax Pro (ATPro) Interface: The selected solution should have the ability to interface with ATPro (formerly Orion) by Tyler Technologies in the Sedgwick County Appraiser's Office, to import permit information.
Permit Application and Issuance	
	Permits: The system should have the ability to issue permits with and without an end date. Even those permits without an end date will need to be included as part of a renewal cycle (i.e. wastewater and elevator inspections.) Permits should be customizable based on inspection type. There should be the ability to limit who can apply for different permit types via account permission.
	Fees: Fees for permits should be auto generated. There should be the ability to turn fees off for ongoing permits. There should also be the ability for staff to waive or adjust fees.
	Notices: The system should auto generate renewal and violation notices.
	Related Documents: Ability to upload site plans and related permit documents by customer and staff.
	Permit Hold: Staff should have the ability to place a hold on a permit to prevent further action.
	Parcel Hold: Ability to prevent a parcel and/or address from receiving permits.
Permit Related Inspections	
	Job Sort: Detail the capabilities of the system to sort the inspection list and automatically update a map that designates the location of each inspection. The system should allow for printing of the map and inspection list.
	Drawings: The system should be able to provide direct access to drawings through the software.
	Supporting Documents: There should be an option to upload and link photos and documents directly to the permit.
	Onsite Tracking: The proposed solution should provide a means to keep the inspector on track while onsite. This process should be customizable based on the inspection work being done.
	Scheduling: Scheduling should primarily be available via the online portal. There should also be the ability to offer an integrated scheduling option using IVR. The system should have the capabilities to schedule a time frame for onsite inspections. Once scheduled, an automatic email and/or text should be generated to the contractor or representative.
	Logging: Inspections should be able to be logged from one screen or through an easy-to-use workflow process.
	Inspection Results: The system should carry over inspection results to Use Permits. The ability to report and track overall pass/fail rates and pass/fail rates for each individual inspector.
	Stop Work Orders: The system should have stop work order workflows that are customizable such as for fire damaged properties. Workflow should include follow-up tasks with reminders. There should be the ability to provide a report of current stop work orders issued including the ability to sort by different trades and permit types.
	Case Management for Unlicensed and/or Unpermitted Work: System should include an inspection type/workflow that allows for case management of unlicensed and/or unpermitted work.
Results and Reports	
	Public Reports: The system should have the capability to provide reporting to the public including the ability to provide details on a property, data for a certain category, or other information often requested through the Kansas Open Records Act (KORA). This function should be easy to use and intuitive. It is preferred that the system be able to provide KORA information to the public in real time.
	Verification of Contractor Licensing: The system should provide access to the public to verify a contractor license or search for licensed contractor by type. The search should allow for wild card and partial name searches.
Plan Review Management	
	General: Solution should interface with a Plan Review software or have an integrated option, which is preferred. This should include the ability for other jurisdictions (such as fire departments, municipalities, etc.) to have the ability to adjust and approve plans.
	Intake and Processing of Project/Plan Review Applications: Detail the workflow for the intake and processing of Project/Plan Review Applications.

	Transition from Project Review to Permit Issuance: Describe how the solution transitions a plan from project review to the permit issuance workflow.
	Expedited Plan Review: Describe how the solution handles the need for expedited plan reviews and permit issuance. Describe what options are provided for conditional build permits.
	Multiple Structure Projects: Describe how the solution handles permitting options for multiple structures within a single project.
Neighborhood Inspection	
A. Administration and Operations (Essential day-to-day functions and reporting)	
The type of cases and complaints addressed in residential code enforcement require extensive documentation to include written and electronic correspondence, photographs, and voice mails. The need to house and store such data, or to interface with another system that does, is absolutely a necessity for the next software selection. The ability to generate formal correspondence from templates, with the ability to customize based on situation, is also a necessity.	
	Case Type Features: Provide ability to handle multiple case types, with descriptive sub-categories and the ability to progress case-management based on automated “if-then” scenarios. Include examples of “notes” or “logs” functionality. The system should allow for the use of text boxes for field completion or customizable dropdown menus along with auto-fill where appropriate. Workflows should be consistent across case types and streamlined for ease of use, with the ability to breakdown work by case types.
	Automated notifications/Tasks/Scheduling: Provide solution to automate task-list generation for inspections according to automatically set compliance dates. Demonstrate ability to include administrative controls to provide tiered access to override set compliance dates.
	Document creation and generation: Demonstrate ability to generate automatic notices of violation and standardized correspondence based on selected violations with the ability to customize descriptions based on individual case circumstances. Standardized information should auto-fill from case master file.
	Document and file storage: Demonstrate ability to incorporate documents and electronic files that are created both internally and externally to the system in one easily accessible location. Provide solutions, or integration with, system that is adequate to meet storage needs for legal recordkeeping requirements.
	Direct Scanning: Provide ability to either tag or identify documents in a way that they can be directly scanned into an external system or automatically scanned.
	Remote and Mobile Access: Provide solutions for remote work capabilities by both inspection and administrative staff, including ability to access County and City systems seamlessly.
	Reporting: Provide and demonstrate built-in reporting capabilities and ad-hoc reporting capabilities. Discuss options for custom reports and ability to continue to customize reports on an on-going basis.
	OnBase Interface: Provide interface to OnBase for access to historical case files and documentation. This is a legal requirement.
	Photos: Allow for photos to be uploaded via mobile and remote means including while in the field. Photos should be easy to organize with drag and drop functionality that does not cause resizing or distortion.
	Dashboards: Provide information regarding dashboards, both at the user level and system wide including customization and analytics capabilities.
B. External Access	
	Complaint intake: Provide a robust, public-facing complaint intake system that is both web-based and mobile application accessible. Must be able to automatically provide citizens’ the ability to review a complaint/service request to determine the status of the complaint. Must automatically assign complaints based on geographic location entered.
	Outside agency or citizen access: Provide ability for external agencies or citizens to research single property case statuses or to run select reports on demand. Developing this structure would be a partnership with company, department and legal resources.
	Dashboard: Demonstrate ability to dashboard data most frequently asked for by elected officials, budget offices, media and consulting companies. Provide examples from other cities’ code enforcement divisions.
	Redaction: Demonstrate ability to make redacted information available to an open inquiry to help alleviate burden of open records request volume.

C. Data	
	Data migration: Provide a solution for data migration. Existing active cases and historical data (defined timeframe) will need to be migrated to meet legal requirements and to provide access to data for research and discovery requests.
	Data History: Provide information regarding ability to retain, view, search and track specific data and information. This should include, but is not limited to, contact information including name, address, phone number, e-mail, property ownership information, parcel id, violation coding, case status and milestone, court information, abatement/work order invoicing, assessment and closure information.
	Data Search and custom reporting: Provide detailed information on existing and customizable reporting capabilities, including both macro- and micro-level case detail abilities; date range and geographical area.
	Data GIS/Mapping integration: Describe and provide examples of system ability to integrate GIS mapping into case opening, tracking, and mapping functions for workflow management and case concentration illustration (heat-mapping).
	Legal Data: Interface with Sedgwick County's Aumentum system in order to automatically load owner name and address, parcel number, legal description, and other identifying information into newly created cases.
MAPD	
	Planning Module: Provide for a dedicated planning module for use by MAPD.
	Batch Processing: Have the ability to close cases/milestones in batches without the need for a large number of milestones.
	Case Types: The system should provide the ability to have separate case types. For example, the current system just has one category for Administrative Adjustment when there are several types of Administrative Adjustments.
	Applicant Profiles: The selected system should have the ability to edit applicant profiles after creation.
	Subdivision Parcels: The system should have the ability to recognize multiple parcels for a subdivision.

B. System Architecture and Design

i. System Diagram

Provide a diagram of the proposed system architecture. The diagram should include an overall representation of the servers, network, peripherals, workstations, mobiles, and interface points, as well as a representation of the system environments (Production, Test, Training, and Disaster Recovery) and their interdependencies. All systems should include at a minimum a production and test environment.

ii. Proposed Hardware Configuration

Provide a listing or description of hardware configuration(s) recommendations based on use experience.

iii. Performance and Reliability

Describe any impact to systems (e.g. interference to normal operations, system shutdown) that will occur during server upgrades and/or expansions.

How will the Vendor ensure concurrent operation of all system components without degradation?

Describe the system response times that will be guaranteed during the lifetime of the system (both during original warranty period and lifetime support). This is specifically referring to the transaction times related to commands.

Describe how the Vendor will measure and ensure system performance over the lifetime of the system. The County expects seven days a week, twenty-four-hour operation regarding the solution. Describe how the Vendor will guarantee 99.999% availability both initially and during the life of any license and maintenance contract.

What level of system availability is recommended for the solution?

Describe how the Vendor will guarantee this level of availability both initially and during the life of any license and maintenance contract?

iv. System Failover and Restoration

Provide a detailed description of the proposed backup environment.

Do operations automatically failover to the backup environment in the event of a failure in the production environment? Describe any actions that must be taken by personnel to activate a backup environment.

How much time is required until operations commence in the backup environment when operations in the production environment fail?

What steps, degree of user intervention, and time is required to return operations to the primary environment?

v. Security

What authentication mechanisms do you use?

Do you support SAML or syncing with Azure AD? If you don't support SAML, do you have your own two factor authentication?

Do you have the ability to restrict logins based on the County's public IP address(es)?

Provide a security plan.

vi. Network Compatibility

What is the minimum actual network throughput and latency?

Describe how the system will work in an environment of intermittent mobile computer connectivity.

What is the slowest wired network connection speed that is required to support the system?

What is the slowest wireless network connection speed that is required to support the system?

vii. System Software Application and Utilities

Provide the name, company, and release level of any additional third-party software required to support the proposed solution.

viii. System Software Requirements

Define if you host databases on SQL Servers. Can shared SQL servers be used?

Which versions of SQL server is the system compatible with? Include version number and edition. SQL server versions must not be end of life or near end of life.

What is the number of required cores and what are the memory requirements on the SQL server?

What administrative rights will you need during set-up and once the system is live?

ix. System Backup

Describe the recommended approach for system backup.

How will the proposer's recommended backup process affect live operation?

Are all system functions (inquiry and update) available during backup? If not, explain the level of availability of system functions during backup and approximate time to perform backup.

Will the recommended approach enable full backup of the system?

Can the full backup be performed unattended?

Can full backup be scheduled to occur automatically?

Can the system perform incremental backup (i.e. only data/files updated since last backup)?

How long (estimated) will it take and what steps are involved to restore from a backup?

x. Database

What encryption options do you utilize?

Are replication servers required for backups?

The product should allow read only access to the system database or replicated database to facilitate the ability to bring data into SAP BI for ERP. In addition, the preference would also be to have access to the system's data dictionary/schema. This may not be required.

xi. Data Conversion Plan

In this subsection, please provide a Conversion Plan and approach – Data from current systems must be converted to the new system. The Data Conversion Plan must describe the strategy, approach, processes and reference the appropriate specifications to convert data from the county's current systems to the new system.

xii. Deployment/Implementation

In this subsection the Vendor must provide a detailed Deployment and Implementation plan which documents the activities that must be performed to deploy the application to the production environment and implement within the county. The plan must detail elements related to the critical activities that need to be performed prior to launch. The plan must contain the detailed installation procedures and consider the inter-application dependencies. The plan must include the step-by-step activities leading up to deployment as well as the post-deployment activities related to reporting and clean-up. Additionally, the plan must address the roles and responsibilities, Go/No-Go criteria and decision date, required resources, assumptions, and risks related to implementation and Go-live.

At a minimum, the deliverable must contain the following:

1. Deployment strategy and approach
2. Software installation procedures
3. Deployment/Conversion implementation detailed plan
4. Post deployment activities
5. Proposed scope, approach, schedule and team
6. Implementation phase entry and exit criteria
7. Implementation readiness approach (go/no-go criteria and checklist)

C. Project Management

Include the following information in this subsection: Describe the Vendor’s approach to managing the implementation of the proposed system, addressing at a minimum the following components of project management:

1. Project communications
2. Schedule management
3. Issue management
4. Scope management
5. Risk management
6. Quality assurance

Statement of Work that breaks down the system implementation by tasks and delineates Vendor and the County’s responsibilities within each task. Tasks should include configuration, testing and interface development and deployment. Address project management services including creating and maintaining a detailed deployment plan, along with a detailed task list.

Realistic and readable implementation project schedule that starts at contract signing. The schedule should describe tasks to be performed by the County as well as by the Vendor.

How will the Vendor help the County or other external customers who interface with the County information systems identify potential changes in business processes because of changes in application software?

D. Training

In this subsection the Vendor should describe how they would provide the following types of training programs, along with appropriate documentation:

A training program for county’s project implementation team that includes the training necessary to understand the overall system architecture, interface configurations, data import/export capabilities, and workflow configuration options, etc.

A training program for application administrators that includes the training necessary to configure, tailor, monitor, and administer the technical and functional aspects of system.

A training solution to support the training of end-users in the functionality of the various proposed system modules. To support the training of end users, the county envisions the use of a “train-the-trainer” approach. However, it is requested that all end users receive individual training.

Post implementation training.

Multimedia presentations of training made available following actual training (e.g., PowerPoint presentations, videos, etc.).

A training program that accounts for end users on shift work and may not be available during normal training hours.

E. Cost of Work

All costs for each item referred to in the proposal must be identified in this subsection. While overall costs may be dependent on the county purchasing all components of the proposal, costs should be broken out by system component and noted in the appropriate sectioned response.

Costs must be unbundled and separately listed. Proposals that do not detail specific costs will be considered non-responsive.

The Vendor shall bear the onus of any cost related errors.

All interface costs must be included. Note that the costs associated with interfaces shall include all costs associated with the development, testing, and deployment of the defined interface.

List all systems and applications for which the system currently has interfaces in place.

The county reserves the right to conduct negotiations with Vendors on pricing and payment terms.

Costs proposals should include the following components:

Implementation Costs – Describe and list all costs that would be associated with implementation of the system, including but not limited to the following:

1. Installation of Hardware/Software
2. System Integration
3. Project Management
4. Training
5. Data Conversion
6. Travel
7. Any other costs (please describe)

Optional Costs – Describe and list all optional cost items associated with the system.

Total One-Time Costs – Present a summary of all one-time costs for the system.

Recurring Costs – Provide a ten-year cost schedule that presents the annual cost for maintenance and service warranty. Include options to renew after ten years.

Payment Schedule – Provide a proposed payment schedule.

F. **Architecture and IT Standards**

If web based, preferably written in HTML 5, not requiring Java, Reader, or Flash needs (vulnerable 3rd party apps) - if any, always the latest version.

Vendor should provide a list of client requirements.

Vendor should indicate data requirements - data growth rate per year (database size, attachments, binaries, backup sizes, etc...). How does this impact costs and services?

Vendor should list client application deployment methods (please include how these applications will be updated).

Vendor should list any included backup and recovery capabilities, objectives and estimated timelines. Please include any known issues with backup and recovery systems on the market.

Vendor should provide secure connections to data and be compliant with any regulatory requirements such as HIPAA, CJIS, and PCI requirements.

Vendor should include interface diagram and security specifics.

If not answered in previous question please list authentication and security methods for access to the system and system data.

The software needs to be able to be supported on current technology standards and future / modern OS releases. Does this system stay up to date with modern software updates -- such as Windows OS or SQL versioning to the latest versions?

Vendor should list Server and Client resource requirements (CPU, Memory, and Disk Space)

Vendor should indicate server and application update practices (Include the answers to how to patch the application on the client and server).

Vendor should list network connection requirements.

If on-premise, vendor should list system external interface requirements (Please include an interface diagram) – Is there any remote connection into the On-Premise system needed for support by the vendor?

If not addressed in previous response, vendor should list authentication and security methods for access to the system and system data.

Vendor should indicate backup methods recommended - any incompatibilities with backup systems on the market.

Software should be compatible with modern antivirus clients (list any needed exceptions or known problems).

For on-premise solutions, Vendor should provide full instructions for configuring database connection strings.

For on-premise solutions, Vendor should provide a list of supported and compatible database system versions.

G. Project Status Reporting

Weekly written status reports shall be submitted to the Department Project Manager. These status reports should outline:

1. Overall summarization of the project progress;
2. Deliverables achieved;
3. Deliverables remaining, progress, and expected delivery on each; and
4. Issues and concerns affecting specific deliverables and the project schedule or any other aspect of the project.)

H. Acceptance Testing

The vendor will work with the department to create an acceptance testing plan. Both parties shall agree to the plan in writing and the plan must be completed prior to county acceptance of the solution.

I. Documentation

The vendor shall provide system documentation (written or electronic) to the department.

J. User Training

Describe any training to be provided by the Vendor:

1. Identify who and how many resources require training.
2. Identify the timing of the training.
3. Indicate if training is to be provided at the Department's site or off site.
 - a. If on-site training is required indicate if the Vendor will be required to deliver training at multiple locations or at one central location.
4. Identify location of training facilities.
5. Describe the equipment and software to be provided at the training facility.
6. Identify any required content for training materials to be provided to trainees.
7. Identify any experience/skill requirements for the individual(s) delivering the training.)

VI. Sedgwick County's Responsibilities

- Provide information, as legally allowed, in possession of the county, which relates to the county's requirements or which is relevant to this project.
- Designate a person to act as the county Contract Manager with respect to the work to be performed under this contract.
- Conduct final inspection and approve payment.

VII. Proposal Terms

A. Questions and Contact Information

Any questions regarding this document must be submitted via email to Lee Barrier at Lee.Barrier@sedgwick.gov by 1:45 pm CDT, August 12, 2025. Any questions of a substantive nature will be answered in written form as an addendum and posted on the purchasing website at <https://www.sedgwickcounty.org/finance/purchasing/current-bids-and-proposals/> under the Documents column associated with this RFP number by 1:45 pm CDT, August 22, 2025. Firms are responsible for checking the website and acknowledging any addenda on their proposal response form.

B. Minimum Firm Qualifications

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 Request for Proposal. Firms must meet or exceed these qualifications to be considered for award. Any exceptions to the requirements listed should be clearly detailed in proposer's response.

Proposers shall:

1. Have a minimum of five (5) years' experience in providing services similar to those specified in this RFP.
2. Have experience in managing projects of comparable size and complexity to that being proposed.
3. Have knowledge of and comply with all currently applicable, and as they become enacted during the contract term, federal, state and local laws, statutes, ordinances, rules and regulations. All laws of the State of Kansas, whether substantive or procedural, shall apply to the contract, and all statutory, charter, and ordinance provisions that are applicable to public contracts in the county shall be followed with respect to the contract.
4. Municipal and county government experience is desired, however, the county will make the final determination based on responses received and the evaluation process.
5. Have the capacity to acquire all bonds, escrows or insurances as outlined in the terms of this RFP.
6. Provide project management (as required) and quality control procedures.
7. Have appropriate material, equipment and labor to perform specified services.
8. Park only in designated areas and display parking permit (if provided).
9. Wear company uniform or ID badge for identification purposes.

C. [Evaluation Criteria](#)

The selection process will be based on the responses to this RFP. County staff will judge each response as determined by the scoring criteria below. Purchasing staff are not a part of the evaluation committee.

Component	Points
A. Ability to provide a comprehensive, integrated solution to meet stated requirements.	40
B. Approach, methodology, and proposed schedule for solution.	25
C. Record of performance on similar projects, including customer retention, customer support during and after project implementation, and other feedback from references.	15
D. Total cost of ownership (software, annual maintenance and support, implementation services, training, hardware, database, resources required, etc.)	10
E. Firms economic and technical resources, stability and longevity in the market.	5
F. Proposal quality and contents.	5
Total Points	100

Assume the following cost proposals (**examples only**)

- A. \$50,000.00
- B. \$38,000.00
- C. \$49,000.00

Company B with a total price of \$38,000.00 is the low offer. Take the low offer and divide each of the other offers into the low offer to calculate a percentage. This percentage is then multiplied by the number of points available for the cost. In this case, 10 points are allocated to cost.

A. \$38,000.00 divided by \$50,000.00 =.76	.76*10	7.6 points
B. \$38,000.00 divided by \$38,000.00 =1.00	1.00*10	10 points
C. \$38,000.00 divided by \$49,000.00= .77	.77*10	7.7 points

Any final negotiations for services, terms and conditions will be based, in part, on the firm's method of providing the service and the fee schedule achieved through discussions and agreement with the county's review committee. The county is under no obligation to accept the lowest priced proposal and reserves the right to further negotiate services and costs that are proposed. The county also reserves the sole right to recommend for award the proposal and plan that it deems to be in its best interest.

The county reserves the right to reject all proposals. All proposals, including supporting documentation shall become the property of Sedgwick County. All costs incurred in the preparation of this proposal shall be the responsibility of the firm making the proposals. Sedgwick County reserves the right to select, and subsequently recommend for award, the proposed service which best meets its required needs, quality levels and budget constraints.

D. [Request for Proposal Timeline](#)

The following dates are provided for information purposes and are subject to change without notice. Contact the Purchasing Department at (316) 660-7255 to confirm any and all dates.

Distribution of Request for Proposal to interested parties	July 23, 2025
Questions and Clarifications submitted via email by 5:00 pm CDT	August 12, 2025
Addendum Issued by 5:00 pm CDT	August 22, 2025
Proposal due before 1:45 pm CDT	September 9, 2025
Evaluation Period	September 9, 2025 - November 4, 2025
Board of Bids and Contracts Recommendation	November 27, 2025
Board of County Commission Award	December 3, 2025

E. Contract Period and Payment Terms

A contractual period will begin following Board of County Commissioners (BoCC) approval of the successful firm(s) and continue for a period of ten (10) years.

County may cancel its obligations herein upon thirty-day (30) prior written notice to the other party. It is understood that funding may cease or be reduced at any time, and in the event that adequate funds are not available to meet the obligations hereunder, either party reserves the right to terminate this agreement upon thirty (30) days prior written notice to the other. Payment will be remitted following receipt of monthly detailed invoice.

Payment and Invoice Provisions

<https://www.sedgwickcounty.org/media/55477/payment-and-invoice-provisions.pdf>

F. Insurance Requirements

Liability insurance coverage indicated below must be considered as primary and not as excess insurance. If required, Contractor's professional liability/errors and omissions insurance shall (i) have a policy retroactive date prior to the date any professional services are provided for this project, and (ii) be maintained for a minimum of 3 years past completion of the project. Contractor shall furnish a certificate evidencing such coverage, with County listed as an additional insured including both ongoing and completed operations, except for professional liability, workers' compensation and employer's liability. **Certificate shall be provided prior to award of contract.** 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 (**must be acknowledged on the bid/proposal response form**).

NOTE: If any insurance is subject to a deductible or self-insured retention, written disclosure must be included in your proposal response and also be noted on the certificate of insurance.

It is the responsibility of Contractor to require that any and all approved subcontractors meet the minimum insurance requirements.

Workers' Compensation:	
Applicable coverage per State Statutes	
Employer's Liability Insurance:	\$500,000.00
Commercial General Liability Insurance (on form CG 00 01 04 13 or its equivalent):	
Each Occurrence	\$1,000,000.00
General Aggregate, per project	\$2,000,000.00
Personal Injury	\$1,000,000.00
Products and Completed Operations Aggregate	\$2,000,000.00
Automobile Liability:	
Combined single limit	\$500,000.00
Umbrella Liability:	
Following form for both the general liability and automobile	
<input checked="" type="checkbox"/> X Required/ <input type="checkbox"/> Not Required	
Each Claim	\$1,000,000.00
Aggregate	\$1,000,000.00
Professional Liability/ Errors & Omissions Insurance:	
<input checked="" type="checkbox"/> X Required/ <input type="checkbox"/> Not Required	
Each Claim	\$1,000,000.00
Aggregate	\$1,000,000.00
Pollution Liability Insurance:	
<input type="checkbox"/> Required/ <input checked="" type="checkbox"/> X Not Required	
Each Claim	\$1,000,000.00
Aggregate	\$1,000,000.00

<p>“Cyber/ Network Security and Privacy Liability Insurance in an amount of not less than \$1,000,000 combined single limit to cover civil, regulatory and statutory damages, contractual damage, as well as data breach management exposure, and any loss of income or extra expense as a result of actual or alleged breach, violation or infringement of right to privacy, consumer data protection law, confidentiality or other legal protection for personal information, as well as confidential information of Client or Client’s clients.”</p> <p><u> X </u> Required/ <u> </u> Not Required</p> <p>Each Claim</p> <p>Aggregate</p>	<p></p> <p></p> <p>\$1,000,000.00</p> <p>\$1,000,000.00</p>
---	---

Special Risks or Circumstances:

Entity reserves the right to modify, by written contract, these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances.

IF CONTRACTOR IS PROVIDING CONSTRUCTION SERVICES:

In addition to the above coverages, Contractor shall also provide the following:

Builder’s Risk Insurance:	In the amount of the initial Contract Sum, plus the value of subsequent modifications and cost of materials supplied and installed by others, comprising the total value for the entire Project on a replacement cost basis without optional deductibles. Entity, Contractor, and all Subcontractors shall be included as named insureds.
----------------------------------	---

G. 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 provider’s 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.

H. 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 proposal, 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 Proposal is the property of Sedgwick County.

I. Proposal Conditions

<https://www.sedgwickcounty.org/media/31338/proposal-terms-conditions.pdf>

Sample Contract

<https://www.sedgwickcounty.org/media/67402/sample-contract-kws-13024.pdf>

Contract Provisions for FEMA Projects (If Applicable)

<https://www.sedgwickcounty.org/media/67302/sedgwick-county-federal-grant-contract-provisions.pdf>

Suspension and Debarment

<https://www.sedgwickcounty.org/finance/purchasing/suspension-and-debarment/>

Protest Procedure

Any protests and/or challenges to the bid process must be filed timely and pursuant to Sedgwick County's protest procedure.

www.sedgwickcounty.org/media/68789/protest-procedure-rev-4225.pdf

VIII. Required Response Content

All proposal submissions shall include the following:

1. Firm profile: the name of the firm, address, telephone number(s), contact person, year the firm was established, and the names of the principals of the firm.
2. The firm's relevant experience, notably experience working with government agencies.
3. At minimum, **three (3)** professional references, besides Sedgwick County, with email addresses, telephone numbers, and contact persons where work has been completed within the last three (3) years.
4. A disclosure of any personal or financial interest in any properties in the project area, or any real or potential conflicts of interest with members of the Sedgwick County Board of County Commissioners or county staff.
5. A description of the type of assistance that will be sought from county staff, including assistance required from the county to lessen the costs of this project.
6. Proof of insurance meeting minimum insurance requirements as designated herein.
7. Sample of software license agreement and sample of support agreement.
8. Those responses that do not include all required forms/items may be deemed non-responsive.
9. Non-Employee User Agreement.
10. Acknowledge receipt of Business Associate Addendum.

IX. Response Form

REQUEST FOR PROPOSAL

RFP #25-0057

PERMITTING, LICENSING, AND CODE ENFORCEMENT SOLUTION FOR MABCD AND MAPD

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 proposal 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 proposer 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 _____

STATE OF INCORPORATION or ORGANIZATION _____ COMPANY WEBSITE _____

ADDRESS _____ EMAIL _____

NUMBER OF LOCATIONS _____ NUMBER OF PERSONS EMPLOYED _____

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

Partnership _____ Other (Describe): _____

BUSINESS MODEL: Small Business _____ Manufacturer _____ Distributor _____ Retail _____

Dealer _____ Other (Describe): _____

Not a Minority-Owned Business: _____ Minority-Owned Business: _____ (Specify Below)

_____ African American (05) _____ Asian Pacific (10) _____ Subcontinent Asian (15) _____ Hispanic (20)

_____ Native American (25) _____ Other (30) - Please specify _____

Not a Woman-Owned Business: _____ Woman-Owned Business: _____ (Specify Below)

_____ Not Minority - Woman Owned (50) _____ African American-Woman Owned (55)

_____ Asian Pacific-Woman Owned (60) _____ Subcontinent Asian-Woman Owned (65) _____ Hispanic Woman Owned (70)

_____ Native American-Woman Owned (75) _____ Other – Woman Owned (80) – Please specify _____

ARE YOU REGISTERED TO DO BUSINESS IN THE STATE OF KS: _____ Yes _____ No

UEI (UNIQUE ENTITY IDENTIFIER) NO. _____

INSURANCE REGISTERED IN THE STATE OF KS WITH MINIMUM BEST RATING OF A-VIII: _____ Yes _____ No

ACKNOWLEDGE RECEIPT OF ADDENDA: All addendum(s) are posted to our RFB/RFP web page and it is the vendor's responsibility to check and confirm all addendum(s) related to this document by going to

<https://www.sedgwickcounty.org/finance/purchasing/>

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

In submitting a proposal, 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 and detailed.**

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 Information Officer (CIO).
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 eight 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 CIO.
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 County Helpdesk 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 County Helpdesk.
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 CIO.
14. Non-employee personnel shall not attach any device to the Sedgwick County network without prior written approval in advance from the CIO.
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 CIO.
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 CIO.
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-work related activity.
 - d. Any illegal activity.
 - e. Downloading of files from non-County resources. If files are needed for your work, contact Sedgwick County 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 CIO.
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. All portable media used must be FIPS 140-2 compliant media encrypted with hardware encryption using AES 256 algorithm.
24. Non-employee personnel may not remove, modify, erase, destroy or delete any computer software without the written approval in advance of the CIO.
25. Non-employee personnel shall not attempt to obtain or distribute Sedgwick County system or user passwords.
26. 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.
27. 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.
28. Non-employee personnel may not use Sedgwick County information technology to send or receive threatening, obscene, abusive, sexually explicit language or pictures.
29. Non-employee personnel are prohibited from causing Sedgwick County to break copyright laws.
30. 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

Revision Date: 12/13/2018

Sedgwick County Sponsor – employee and department

HIPAA RULES

BUSINESS ASSOCIATE ADDENDUM

DEFINITIONS

1.1 The following terms used in this Agreement shall have the same meaning as those terms in the HIPAA Rules: Breach, Data Aggregation, Designated Record Set, Disclosure, Health Care Operations, Individual, Minimum Necessary, Notice of Privacy Practices, Protected Health Information, Required By Law, Secretary, Security Incident, Subcontractor, Unsecured Protected Health Information, and Use.

Specific definitions:

(a) Business Associate. “Business Associate” shall generally have the same meaning as the term “business associate” at 45 CFR 160.103.

(b) Covered Entity. “Covered Entity” shall generally have the same meaning as the term “covered entity” at 45 CFR 160.103, and in reference to the party to this agreement, shall mean Sedgwick County.

(c) HIPAA Rules. “HIPAA Rules” shall mean the Privacy, Security, Breach Notification, and Enforcement Rules at 45 CFR Part 160 and Part 164.

OBLIGATIONS AND ACTIVITIES OF BUSINESS ASSOCIATE

Business Associate agrees to:

2.1 not Use or Disclose Protected Health Information other than as permitted or required by the Agreement or as Required By Law;

2.2 Use appropriate safeguards and comply with Subpart C of 45 CFR Part 164 with respect to electronic Protected Health Information, to prevent Use or Disclosure of Protected Health Information other than as provided for by this Agreement;

2.3 report to covered entity any Use or Disclosure of Protected Health Information not provided for by the Agreement of which it becomes aware, including Breaches of Unsecured Protected Health Information as required at 45 CFR 164.410, and any Security Incident of which it becomes aware, as further provided for in Par. 12.1, *et seq.*;

2.4 mitigate, to the extent practicable, any harmful effect that is known to Business Associate of a Use or Disclosure of Protected Health Information by Business Associate in violation of the requirements of this Agreement;

2.5 in accordance with 45 CFR 164.502(e)(1)(ii) and 164.308(b)(2), if applicable, ensure that any Subcontractors that create, receive, maintain, or transmit Protected Health Information on behalf of the Business Associate agree to the same restrictions, conditions, and requirements that apply to the Business Associate with respect to such information;

2.6 make available Protected Health Information in a Designated Record Set to the Covered Entity as necessary to satisfy Covered Entity’s obligations under 45 CFR 164.524;

2.7 make any amendment(s) to Protected Health Information in a Designated Record Set as directed or agreed to by the Covered Entity pursuant to 45 CFR 164.526 or take other measures as necessary to satisfy Covered Entity’s obligations under 45 CFR 164.526;

2.8 make its internal practices, books, and records available to the Secretary for purposes of determining compliance with the HIPAA Rules; and

2.9 maintain and make available the information required to provide an accounting of Disclosures to the Covered Entity as necessary to satisfy covered entity's obligations under 45 CFR 164.528.

PERMITTED USES AND DISCLOSURES BY ASSOCIATE

3.1 Except as otherwise limited in this Agreement, Business Associate may only Use or Disclose Protected Health Information on behalf of, or to provide services to, Covered Entity for the purposes of the contractual relationship, if such Use or Disclosure of Protected Health Information would not violate the Privacy Rule if done by Covered Entity or the Minimum Necessary policies and procedures of the Covered Entity.

SPECIFIC USE AND DISCLOSURE PROVISIONS

4.1 Except as otherwise limited in this Agreement, Business Associate may Use Protected Health Information for the proper management and administration of the Business Associate or to carry out the contractual or legal responsibilities of the Business Associate.

4.2 Business Associate may Use or Disclose Protected Health Information as Required By Law.

4.3 Business Associate agrees to make Uses and Disclosures and requests for Protected Health Information consistent with Covered Entity's Minimum Necessary policies and procedures.

4.4 Business Associate may Disclose Protected Health Information for the proper management and administration of Business Associate or to carry out the legal responsibilities of the Business Associate, provided the Disclosures are Required By Law, or Business Associate obtains reasonable assurances from the person to whom the information is disclosed that the information will remain confidential and Used or further Disclosed only as Required By Law or for the purposes for which it was Disclosed to the person, and the person notifies Business Associate of any instances of which it is aware in which the confidentiality of the information has been Breached.

4.5 Business Associate may provide Data Aggregation services relating to the Health Care Operations of the covered entity.

4.6 Business Associate may Use Protected Health Information to report violations of law to appropriate Federal and State authorities, consistent with § 164.502(j)(1).

OBLIGATIONS OF COVERED ENTITY

5.1 Covered Entity shall notify Business Associate of any limitation(s) in its Notice of Privacy Practices of Covered Entity in accordance with 45 CFR § 164.520, to the extent that such limitation may affect Business Associate's Use or Disclosure of Protected Health Information.

5.2 Covered Entity shall notify Business Associate of any changes in, or revocation of, permission by Individual to Use or Disclose Protected Health Information, to the extent that such changes may affect Business Associate's Use or Disclosure of Protected Health Information.

5.3 Covered Entity shall notify Business Associate of any restriction to the Use or Disclosure of Protected Health Information that Covered Entity has agreed to in accordance with 45 CFR § 164.522, to the extent that such restriction may affect Business Associate's Use or Disclosure of Protected Health Information.

PERMISSIBLE REQUESTS BY COVERED ENTITY

6.1 Covered Entity shall not request Business Associate to Use or Disclose Protected Health Information in any manner that would not be permissible under Subpart E of 45 CFR Part 164 if done by Covered Entity. If necessary in order to meet the Business Associate's obligations under the Agreement, the Business Associate may Use or Disclose Protected Health Information for Data Aggregation, management and administrative activities, or contractual or legal responsibilities of Business Associate.

TERM

7.1 **Term.** The Agreement shall be effective as of date of execution of the Agreement by the parties, and shall terminate when all of the Protected Health Information provided by Covered Entity to Business Associate, or created or received by Business Associate on behalf of Covered Entity, has been returned to Covered Entity or, at Covered Entity's option, is destroyed, or, if it is infeasible to destroy Protected Health Information, the protections are extended to such information, in accordance with the termination provisions in this Agreement.

MISCELLANEOUS

8.1 A reference in this Agreement to a section in the HIPAA Rules means the section as in effect or as amended.

8.2 The Parties agree to take such action as is necessary to amend this Agreement from time to time as is necessary for Covered Entity to comply with the requirements of the HIPAA Rules.

8.3 Any ambiguity in this Agreement shall be resolved to permit Covered Entity to comply with the HIPAA Rules.

8.4 In addition to any implied indemnity or express indemnity provision in the Agreement, Business Associate agrees to indemnify, defend and hold harmless the Covered Entity, including any employees, agents, or Subcontractors against any actual and direct losses suffered by the Indemnified Party(ies) and all liability to third parties arising out of or in connection with any breach of this Agreement or from any negligent or wrongful acts or omissions, including failure to perform its obligations under the HIPAA Rules, by the Business Associate or its employees, directors, officers, Subcontractors, agents, or other members of its workforce. Accordingly, upon demand, the Business Associate shall reimburse the Indemnified Party(ies) for any and all actual expenses (including reasonable attorney's fees) which may be imposed upon any Indemnified Party(ies) by reason of any suit, claim, action, proceeding or demand by any third party resulting from the Business Associate's failure to perform, Breach or other action under this Agreement.

SECURITY RULE REQUIREMENTS

9.1 Business Associate agrees, to the extent any Protected Health Information created, received, maintained or transmitted by or in electronic media, also referred to as electronic protected health care information, as defined by 45 CFR § 160.103, that it will only create, maintain or transmit such information with appropriate safeguards in place.

Business Associate shall therefore: implement administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity and availability of the electronic protected health care information; ensure that any agent, including Subcontractors, to whom it provides such information shall agree to also implement reasonable and appropriate safeguards to protect the information; and report to the Covered Entity any Security Incident, as that term is defined by 45 CFR § 164.304, of which it becomes aware.

TERMINATION

10.1 Business Associate authorizes termination of this Agreement by Covered Entity, if Covered Entity determines Business Associate has violated a material term of the Agreement and Business Associate has not cured the breach or ended the violation within the time specified by Covered Entity.

EFFECT OF TERMINATION

11.1 Upon termination of this Agreement for any reason, Business Associate shall return to Covered Entity or, if agreed to by Covered Entity, destroy all Protected Health Information received from Covered Entity, or created, maintained, or received by Business Associate on behalf of Covered Entity, that the Business Associate still maintains in any form. Business Associate shall retain no copies of the Protected Health Information.

Provided however, Business Associate may retain Protected Health Information if necessary for management and administration purposes or to carry out its legal responsibilities after termination of the Agreement.

Upon termination of this Agreement for any reason, Business Associate, with respect to Protected Health Information received from Covered Entity, or created, maintained, or received by Business Associate on behalf of Covered Entity, shall:

retain only that Protected Health Information which is necessary for Business Associate to continue its proper management and administration or to carry out its legal responsibilities;

return to Covered Entity or, if agreed to by Covered Entity, destroy the remaining Protected Health Information that the Business Associate still maintains in any form;

continue to use appropriate safeguards and comply with Subpart C of 45 CFR Part 164 with respect to electronic Protected Health Information to prevent Use or Disclosure of the Protected Health Information, other than as provided for in this Section, for as long as Business Associate retains the Protected Health Information;

not Use or Disclose the Protected Health Information retained by Business Associate other than for the purposes for which such Protected Health Information was retained and subject to the same conditions set out at in this Agreement which applied prior to termination;

return to Covered Entity or, if agreed to by Covered Entity, destroy the Protected Health Information retained by Business Associate when it is no longer needed by Business Associate for its proper management and administration or to carry out its legal responsibilities; and

provided, however, that nothing in this section 11.1 shall apply in the case of PHI remaining in its possession which Business Associate determines it is not feasible to return or destroy. Business Associate shall extend the protection of this Agreement to such PHI and limit further uses and disclosure of such PHI.

The obligations of Business Associate under this Agreement shall survive the termination of this Agreement.

NOTIFICATION OF BREACH

12.1 To the extent Business Associate accesses, maintains, retains, modifies, records, stores, destroys, or otherwise holds, Uses, or Discloses Unsecured Protected Health Information, it shall, following the discovery of a Breach of such information, notify the Covered Entity of such Breach. Such notice shall include the identification of each Individual whose Unsecured Protected Health Information has been, or is reasonably believed by the Business Associate to have been, Used, accessed, acquired, or Disclosed during such Breach. The Business Associate shall provide the Covered Entity with any other available information that the Covered Entity is required to include in notification to the Individual under 45 C.F.R. § 164.404(c) at the time of the required notification to the Covered Entity, or as promptly thereafter as the information is available.

12.2 For purposes of this section, a Breach shall be treated as discovered by the Business Associate as of the first day on which such Breach is known to such Business Associate (including any person, other than the Individual committing the breach, that is an employee, officer, or other agent of such associate) or should reasonably have been known to such Business Associate (or person) to have occurred by the exercise of reasonable diligence.

12.3 Subject to section 12.4, all notifications required under this section shall be made without unreasonable delay and in no case later than 60 calendar days after the discovery of a Breach by the Business Associate involved in the case of a notification required under section 12.2. The Business Associate involved in the case of a notification required under section 12.2, shall have the burden of demonstrating that all notifications were made as required under this part, including evidence demonstrating the necessity of any delay.

12.4 If a law enforcement official determines that a notification or notice required under this section would impede a criminal investigation or cause damage to national security, such notification or notice shall be delayed in the same manner as provided under section 164.528(a)(2) of title 45, Code of Federal Regulations, in the case of a Disclosure covered under such section.

If a law enforcement official states to the Business Associate that any notification or notice would impede a criminal investigation or cause damage to national security, the Business Associate shall:

- (a) If the statement is in writing and specifies the time for which a delay is required, delay such notification or notice for the time period specified by the official; or
- (b) If the statement is made orally, document the statement, including the identity of the official making the statement, and delay the notification or notice temporarily and no longer than 30 days from the date of the oral statement, unless a written statement as described in (a) is submitted during that time.

PROHIBITION ON SALE OF ELECTRONIC HEALTH RECORDS OR PROTECTED HEALTH INFORMATION.

13.1 Except as provided in section 13.2, the Business Associate shall not directly or indirectly receive remuneration in exchange for any Protected Health Information of an Individual unless the Covered Entity has obtained from the Individual, in accordance with section 164.508 of title 45, Code of Federal Regulations, a valid authorization that includes, in accordance with such section, a specification of whether the Protected Health Information can be further exchanged for remuneration by the entity receiving Protected Health Information of that Individual.

13.2. Section 13.1 shall not apply in the following cases:

- (a) The purpose of the exchange is for public health activities (as described in section 164.512(b) of title 45, Code of Federal Regulations).
- (b) The purpose of the exchange is for research (as described in sections 164.501 and 164.512(i) of title 45, Code of Federal Regulations) and the price charged reflects the costs of preparation and transmittal of the data for such purpose.
- (c) The purpose of the exchange is for the treatment of the Individual, subject to any regulation that the Secretary may promulgate to prevent Protected Health Information from inappropriate access, Use, or Disclosure.
- (d) The purpose of the exchange is the health care operation specifically described in subparagraph (iv) of paragraph (6) of the definition of healthcare operations in section 164.501 of title 45, Code of Federal Regulations.
- (e) The purpose of the exchange is for remuneration that is provided by the Covered Entity to the Business Associate for activities involving the exchange of Protected Health Information that the Business Associate undertakes on behalf of and at the specific request of the Covered Entity pursuant to the Agreement.
- (f) The purpose of the exchange is to provide an Individual with a copy of the Individual's Protected Health Information pursuant to section 164.524 of title 45, Code of Federal Regulations.
- (g) The purpose of the exchange is otherwise determined by the Secretary in regulations to be similarly necessary and appropriate as the exceptions provided in subparagraphs (a) through (f).