

Request for Proposal
(RFP)

Jefferson County
Animal Control

Animal Shelter System

For

County of Jefferson, Missouri

**ALL QUESTIONS REGARDING THIS REQUEST
FOR PROPOSAL
CONTACT:**

James Wilcox (Animal Control Manager); (636) 797-6414

Randy Muller (IT Director); (636) 797-5592

Sherrie Avery (IT Programmer); (636) 797-5493

REQUEST FOR PROPOSAL

PROPOSAL NOTICE ISSUED: 08-08-07

COUNTY OF JEFFERSON, MISSOURI

Department of Administration
729 Maple Street
PO Box 100
Hillsboro, Missouri 63050
www.jeffcomo.org
(636) 797-5382

ANIMAL SHELTER SYSTEM

I. PROPOSALS ARE SUBJECT TO THE TERMS AND CONDITIONS OF THIS PROPOSAL INVITATION AND SPECIFICATIONS.

II. GOODS OR SERVICE FOR PROPOSAL AND CONTRACT ARE DESCRIBED BELOW:

The agreement term is from 09-04-2007 through 09-03-2008.

Prices are firm during this agreement term. (Unless agreed upon in writing by the County). The County has the option to renew this agreement at the same terms and conditions as the original agreement for one additional one-year term with the written consent of the successful VENDOR. Price increases for renewals are not authorized unless approved in writing by the County.

III. **THREE (3) COMPLETE COPIES OF SEALED PROPOSALS MUST BE DELIVERED TO:**

Office of the County Clerk
Wes Wagner (636)797-5478
County of Jefferson, Missouri
729 Maple Street
Hillsboro, MO 63050

The outside of the envelope must contain the vendor's name, address and the following language:

SEALED PROPOSAL FOR:

ANIMAL SHELTER SYSTEM

IV. PROPOSALS SHALL BE ACCEPTED UNTIL:

TUESDAY, SEPTEMBER 4, 2007, at 2:00 p.m. local time. Thereafter, PROPOSALS shall be opened in the County Commission Assembly Room.

PROPOSAL REQUIREMENTS

A. PROPOSAL SUBMISSION:

Submit PROPOSAL form in triplicate (three copies) with specification pages, if applicable. No facsimile PROPOSALS shall be accepted and shall be rejected.

B. BASIS OF PROPOSAL AWARD:

Award may be made on an item-by-item basis to the lowest and best PROPOSALS or award may be made to the lowest and best PROPOSAL total, whichever is in the best interest of the County. County may reject any or all PROPOSALS for any reason and may waive any informality. PROPOSALS submitted from a Missouri State Contract shall include a copy of the State Contract with the PROPOSAL.

It is further agreed that the Contract shall not be valid and binding upon the County until approved by the County Counselor, as to legal form and is subject to the Resolutions and Orders of the County of Jefferson, Missouri, and State and Federal Law. If no Proposal or Proposals have been awarded by the County Commission within thirty (30) days following the opening of the Proposal then all Proposals will be deemed Rejected.

C. PROPOSAL PREPARATION:

1. VENDORS are responsible for examination of drawings, specifications, schedules and instructions.
2. Each VENDOR shall furnish the information required by the invitation. The VENDOR shall sign all required documents. All deletions and erasures shall be initialed
3. Alternate PROPOSALS for supplies or services other than specified shall not be considered unless authorized by invitation.
4. VENDOR shall state a definite time for delivery of goods or for performance of services unless otherwise specified in the Request for Proposal.
5. When specified, samples must be timely submitted and at no expense to the County.

D. MODIFICATION OR WITHDRAWAL OF PROPOSALS:

PROPOSALS may be modified or withdrawn prior to the exact hour and date specified for receipt of PROPOSALS, provided the modification or withdrawal is in writing and is delivered in the same manner as a PROPOSAL submission.

E. LATE PROPOSALS:

It is the responsibility of the vendor to deliver his PROPOSAL or PROPOSAL modification on or before the date and time of the PROPOSAL closing to the Office of the County Clerk. PROPOSALS received late will be rejected and returned unopened to the vendor.

F. PROPOSAL DEPOSITS:

Proposal Deposits are not required unless specified in the Specifications.

G. MATERIAL AVAILABILITY:

VENDORS must accept responsibility for verification of material availability, product schedules and other pertinent data prior to submission of PROPOSAL and delivery time. It is the responsibility of the VENDOR to notify the County immediately if the materials specified are discontinued, replaced, or not available for an extended period of time. All materials ordered by the County, shall be as needed. A sample of materials may be requested.

H. ALTERNATE PROPOSALS:

Where required, VENDORS must submit complete specifications on all alternate PROPOSALS with the PROPOSAL form. Alternate PROPOSALS without complete specifications may be rejected. Alternate PROPOSALS and exceptions to PROPOSAL clauses must be clearly noted on the PROPOSAL form. The County may accept or reject alternate PROPOSALS; whatever is most advantageous to the County.

I. INCORPORATION OF DOCUMENTS:

The terms of the PROPOSAL Invitation, PROPOSAL Specifications, PROPOSAL Form are incorporated into the contract as if fully setout therein.

J ADDENDA:

Addenda to PROPOSAL specifications are incorporated by reference as if fully setout herein. It is the responsibility of the vendor to insure and verify that they are in receipt of and completed all attached addenda's prior to submission of PROPOSAL forms. Verification is made by contacting the Office of Contracts, Grants, and Special Projects, or by reviewing the County Web Site. (www.jeffcomo.org).

K. INSURANCE:

The Vendor/Contractor shall purchase and maintain in force, with an insurance company licensed to do business in the State of Missouri, at it's own expense, such insurance as will protect the Vendor/Contractor from claims which may arise out of or result from the Vendor/Contractor's execution of the work, whether such execution be by himself, his employees, agents, or by anyone for whose acts any of them may be liable. If any such work covered by the Contract is to be performed on County owned or leased premises, the Vendor agrees to carry liability and workman's compensation insurance, satisfactory to the County, and to indemnify the County against all liability, loss, and damage arising out of any injuries to persons and property caused by the Vendor, his sub-contractors, employees or agents. The insurance coverage shall be such as to fully protect the County and the general public from any and all claims for injury and damage resulting by any actions on the part of the Vendor/Contractor or its' forces as enumerated above. All policies must name the County as an additional insured and provide for thirty (30) days written prior to any material changes or cancellation.

THE COUNTY REQUIRES ORIGINAL CERTIFICATES OF INSURANCE BEFORE THE CONTRACT IS AWARDED.

A. () Required (XX) Not Required Comprehensive General Liability Insurance

The Vendor/Contractor shall maintain and keep in force of this Contract such comprehensive general liability insurance as shall protect them from claims which may arise from operations under this Contract, whether such operations be by themselves or by anyone directly or indirectly employed by them. The amounts of insurance shall be not less than \$1,000,000.00 combined single limit for any one occurrence covering both bodily injury and property damage, including accidental death.

B. (XX) Required () Not Required Professional Liability Insurance

The Vendor/Contractor shall provide the County with proof of Professional Liability Insurance, which shall protect the County against any and all claims, which might arise as a result of the operation of the Vendor/Contractor in fulfilling the terms of this Contract during the life of the Contract. The minimum amounts of such insurance will be \$1,000,000.00. Should any work be subcontracted, these limits will also apply.

**C. (XX) Required () Not Required Worker's Compensation Insurance:
per Missouri Revised Statutes Chapter 287**

The Vendor/Contractor shall maintain and keep in force of this Contract such worker's compensation insurance limits as required by the statues of the State of Missouri and Employer's Liability with limits no less than \$500,000.00.

PROPOSAL FORM AND CONTRACT

A. PROPOSAL REPRESENTATIONS:

The VENDOR, by executing the PROPOSAL form certifies that:

1. The PROPOSAL complies with Request for Proposal, Form and PROPOSAL Specifications.

B. CERTIFICATION OF INDEPENDENT PRICE DETERMINATION:

1. The prices in the PROPOSAL shall be independently determined, without consultation, communication, or agreement for the purpose of restricting competition as to any matter relating to price with any Vendor or other person.
2. Unless otherwise required by law, the prices shall not have been knowingly disclosed by the Vendor prior to opening; or
3. No attempt has been made or will be made by the VENDOR to induce any other person or firm to submit or not to submit a PROPOSAL.

C. PRICE:

The price(s) specified in this PROPOSAL shall be firm and not subject to contingency or reservation. The VENDOR represents prices specified in the PROPOSAL do not exceed current selling price for the same or substantially similar good or service, and are the same as or lower than other prices charged to the VENDOR'S most favored customer. In the event the stated prices are determined to be higher than the prices for which Supplier has sold the items, or services, to others, this contract price shall be reduced accordingly. **PROPOSAL prices are ALL INCLUSIVE: (Shipping, Handling, Delivery, and Assembly to locations specified by the County). Prices shall be firm for ALL County departments and locations for term of the agreement.**

D. MISSOURI DOMESTIC PRODUCT PROCUREMENT ACT:

VENDOR represents that the goods provided comply with Sections 34.350 to 34.359, RSMo, known as the Domestic Product Procurement Act. VENDOR shall include proof of compliance with the Act with the PROPOSAL.

E. DEFINITIONS:

1. The term "County" means the County of Jefferson, Missouri and its designated representatives.
2. The term "Supplier" means Vendor, Contractor, and Seller and includes designated representatives.
3. The term "RFP" means Request for Proposal.

F. INSPECTION, ACCEPTANCE AND APPROVALS:

Goods shall at all times and places, including the period of manufacture, are subject to inspection and test by County. County will accept or give notice of rejection of goods delivered within a reasonable time after receipt. Acceptance shall not waive any warranty. All goods supplied are subject to final inspection and acceptance by County notwithstanding payment, prior inspections or approvals. County may require prompt replacement or correction of rejected goods at Supplier's expense, including a reduction in price for rejected goods. Supplier shall not resubmit rejected goods to County without prior written approval and instructions from County. In addition, Supplier shall identify resubmitted goods as previously rejected. Supplier shall provide and maintain a quality assurance and control system acceptable to County.

G. WARRANTY:

Unless otherwise agreed to in writing by the parties, Supplier warrants that items ordered to specifications will conform thereto and to any drawings, samples or other descriptions furnished or adopted by County, or, if not ordered to specifications will be fit and sufficient for the purpose intended, and that all items will be new, merchantable, of good material and workmanship, and free from defect. Such warranties, together with Supplier's service warranties and guarantees, if any, shall survive inspection, test, acceptance of, and payment for the items and shall run to County and its assigns. Except for latent defects, the County shall give notice of any nonconformity to the Supplier within one (1) year after acceptance. County may return for credit or require prompt correction or replacement of the defective or non-conforming goods or have the defective good corrected or replaced at Supplier's expense. Return to Supplier of any defective or non-conforming goods and delivery to County of any corrected or replaced goods shall be at Supplier's expense. Defective or non-conforming items shall not be corrected or replaced without written authorization by County. Goods required to be corrected or replaced shall be subject to the provisions of this clause and the clause hereof entitled "Inspection, Acceptance and Approvals" in the same manner and to the same extent as goods originally delivered under this contract.

H. PAYMENT:

County will pay Supplier for goods upon delivery to, submission of certified invoices and acceptance. Price is tax-exempt.

I. CHANGE ORDER:

County may make changes within the general scope of this contract. If any such changes cause an increase or decrease in the cost of or the time required for the performance of any part of the work, whether changed or not changed by any such order, an equitable adjustment shall be made in the price or delivery schedule or both, and any change order shall be in writing. Any claim by a Supplier for adjustment under this clause shall be asserted within fifteen (15) days from the date of receipt of this written order directing the change, provided, however, County, if it decides that the facts justify such action, may receive and act upon such claim asserted at any time prior to final payment.

J. DELIVERIES:

Deliveries shall be made in strict accordance with any delivery schedule contained in the PROPOSAL specification or contract and in the exact quantity ordered. Failure to adhere to delivery schedule is reason for termination in accordance with the "termination" clause.

K. RESPONSIBILITY FOR SUPPLIES:

Pursuant to Section 290.560 RSMo, Supplier/Contractor shall employ only Missouri laborers and laborers from nonrestrictive states except that other laborers may be used when Missouri laborers or laborers from nonrestrictive states are not available, or are incapable of performing the particular type of work involved, if so certified by the contractor and approved by the County. Except as otherwise provided, Supplier shall be responsible and bear all risks for loss and damage to goods until delivery at County's facilities, regardless of F.O.B. point, point of inspection or acceptance; and if the goods are rejected.

L. SUBCONTRACTS:

Supplier shall not enter into any subcontract(s) in excess of \$25,000 or 20% of this contract price; whichever is less, for any goods without County's prior written approval.

M. CHOICE OF LAW:

This PROPOSAL and contract shall be governed and interpreted according to the laws of the State of Missouri. Venue for any court action shall be in Jefferson County, Missouri.

N. TERMINATION:

1. General: Performance of work may be terminated by the County in whole, or from time to time in part, whenever County shall determine that such termination is in the best interests of County. Termination shall be affected by delivery to Supplier of a Notice of Termination specifying the extent to which performance of work is terminated and the date upon which such termination becomes effective. If such notice does not state termination is pursuant to subparagraph 2, 3, or 4 of this paragraph, County shall have the right to so indicate within thirty (30) days. If no notice is delivered within the thirty (30) day period, or such longer periods as is mutually agreed to by the parties, the original Notice of Termination shall be deemed to be issued pursuant to subparagraph 1 of this paragraph.

2. Bankruptcy or Insolvency: In the event bankruptcy proceedings are commenced by or against Supplier or under any provisions of the United States Bankruptcy Act or for the appointment of a receiver or trustee or a general assignment for the benefit of creditors of either party, County shall be entitled to terminate without further cost or liability.

3. Default: County may terminate the whole Contract or any part in either of the following circumstances:

a. If supplier fails to deliver the items required by the contract within the time specified; or
b. If supplier fails to perform any of the other provisions of the contract, or so fails to make progress as to endanger performance of the contract in accordance with its terms, and in either of these two circumstances does not cure such failure within a period of ten (10) days after notice from County specifying such failure. In the event of termination under subparagraph 1, County shall have the right to procure, on such terms and in such manner as it may deem appropriate, items similar to those terminated, and to recover from Supplier the excess cost for such similar items provided, however, Supplier shall not be liable for such excess costs where the failure upon which the termination is based has arisen out of causes beyond the control of Supplier and without the fault or negligence of Supplier. Such causes shall be deemed to include fires, floods, earthquakes, strikes, and acts of the public enemy. The rights of County provided in subparagraph 1 shall be in addition to any other rights provided by law or the contract.

c. In the event of the Supplier's non-compliance with the provisions as set forth. This Contract may be cancelled, terminated or suspended in whole or in part and the supplier may be declared ineligible for further County contracts. The rights and remedies of the County provided in this paragraph shall not be exclusive but are in addition to any remedies provided in this Contract or as provided for by law.

O. NOTICE AND SERVICE THEREOF:

Any notice from the County shall be in writing and considered delivered and the service thereof completed when said notice is posted, by certified or regular mail, to the Supplier, at the address stated on the PROPOSAL form.

- P. CONTRACT TERM:**
Performance shall be governed solely by the terms and conditions as set forth in the Request for Proposal, Proposal Specifications, Proposal Form and the Contract notwithstanding any language contained on any invoice, shipping order, bill of lading or other document furnished the Seller at any time and the acceptance by the County for any goods furnished.
- Q. COMPLIANCE WITH APPLICABLE LAWS:**
Supplier warrants it has complied with all applicable laws, rules and ordinances of the United States, Missouri or any other Governmental authority or agency in the manufacture or sale of the goods, including but not limited to all provisions of the Fair Labor Standards Act of 1938, as amended.
- R. ACTS OF GOD:**
No party shall be liable for delays, nor defaults due to Acts of God or the public enemy, riots, strikes, fires, explosions, accidents, governmental actions of any kind or any other causes of a similar character beyond its control and without its fault or negligence.
- S. SELLER'S INVOICES:**
Invoices shall contain the following information. Contract number (if any), Purchase Order Number, Item number, contract description of goods or services, sizes, quantities, unit prices and extended totals. Invoices for and inquiries regarding payment should be addressed to the County Accounts Payable Clerk.
- T. APPROVAL:**
It is agreed the acceptance of a PROPOSAL shall not be valid and binding upon the County until approved by the County Commission, County Counselor, as to legal form and the County Auditor provides certification of an unencumbered balance sufficient to pay the PROPOSAL/Contract price.
- U. INDIVIDUAL, PARTNERSHIPS, CORPORATIONS:**
Indicate: [] Individual: [] Partnership: [] Corporation.
Incorporated in the State of _____.
- V. PROPOSAL TABULATIONS:** Are not available for 5 to 7 working days following the PROPOSAL Opening. PROPOSAL tabulations are open for public review at the time of the time of the PROPOSAL Opening or are available for review in the Office of Contracts, Grants, and Special Projects. **NO COPIES** of PROPOSAL tabulations are sent to vendors.

**JEFFERSON COUNTY, POSTS ALL “INVITATION FOR BIDS” AND
“REQUEST FOR PROPOSALS” ON THE COUNTY WEB SITE.**

Go To WWW.jeffcomo.org.

**“IFB’s” and “RFP’s” CAN BE DOWNLOADED BY CLICKING ON “INVITATION
FOR BIDS”.**

**SPECIFICATION
CONTACT PERSON**

James Wilcox (Animal Control Manager); (636) 797-6414
Randy Muller (IT Director); (636) 797-5592
Sherrie Avery (IT Programmer); (636) 797-5493

**VENDORS ARE REQUIRED TO SUBMIT 3 COMPLETE COPIES OF ALL
PAGES OF THE REQUEST FOR PROPOSAL AND PROPOSAL FORMS
WITH ORIGINAL SIGNATURES**

COMMENTS: _____

Supplier/Vendor:

The Vendor acknowledges that they understand all PROPOSAL specifications, conditions, and terms of agreement of the Invitation for PROPOSAL. Vendor certifies that his PROPOSAL meets all specifications, as stated and stated prices will remain firm during the Contract term, unless stated in the comment section:

Name & Address of Vendor:

(Company Legal Name)

(Mailing Address)

(Printed Name of Authorizing Agent)

(Signature)

Contact Person:

Name: _____

Telephone # () _____

E-mail: _____

SPECIFICATIONS

FORMAT OF PROPOSAL RESPONSE:

The format of the proposal is assembled as follows:

Section I	Scope of Project
Section II	Current Environment
Section III	Business Requirements
Section IV	Technical Requirements
Section V	Installation, Training, and Documentation
Section VI	Pricing
Section VII	Miscellaneous Reports
Section VIII	References No change

Bidders are requested to complete each item/paragraph in this section by inserting:
(Yes or No) or Not Applicable (N/A), and may offer additional description where appropriate.

SECTION I. SCOPE OF PROJECT

The Jefferson County Animal Control Department put forth this Request for Proposal software and service for a replacement to their paper system they are currently using. Our primary goal is to implement a “State of the Art” automated and fully integrated System for the County of Jefferson Missouri.

Being ‘state of the art’ includes providing Internet access to the Animal Control System. Citizens of Jefferson County should be able to submit complaints, adoption requests, and lost animal notifications to the Animal Control Department. The information received from the citizen must be automatically interfaced in to the Animal Control data base eliminating redundant entry and possible re-entry errors. The Animal Control System would process these activities and produce alerts in the Animal Control Department via reports, messages on their computers or even initiating a dispatch call to notify personnel that action is needed.

We also want the capability for our veterinary clinics to submit licenses and shot activity via the internet.

Even though the Internet functions may not be implemented in the first phase, the company chosen must be able to provide these business functions. In your response please address the Internet functionality described above.

If there is other functionality that the system can provide, it will be beneficial to list them as well.

Please comment on the Internet functionality

Internet capabilities	General Comments
Complaints	
Adoption requests	
Lost animal notification	
Animal Licensing	
Other functionality not specifically mentioned in this RFP	

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The proposed software should perform, at minimum, the functional specifications that follow:

Impound Animals	Tracking system for animals that are impound with the ability to cross reference animals that are lost, wanted, or adopted.
Complaints	Keep track of any complaints of an animal or person with animals with the ability to cross reference animals in the shelter or have came through the shelter.
Adoptions	Track all animal adoptions.
Violations	Show violations of animal owners
Lost and Found	Ability to cross reference animals in shelter
Licensing	Ability to track animals by license number.
Wanted Animal	Ability to cross reference animals in shelter
Fees	Produce receipts for fees charged
Reports	Empowers the user with analytical tools and report writing capabilities
Inventory of Supplies	Ability to track supplies used and on hand.
Comments	Document comments about the animal.
Remote access	Support remote data collection devices to leverage fieldwork efficiencies (laptops or hand held devices)
Ease of use	Provide an intuitive, user-friendly interface.
Number of users	Support a minimum of five PCs to be used concurrently.

SECTION II. CURRENT ENVIRONMENT

Animal Control handles between 4,000 to 5,000 animals per year and operates with a total of 10 employees and 5 volunteers. Animal Control currently uses a paper method to keep track of the animals in the shelter or animals that have come through the shelter. Animal Control uses Excel spreadsheets to produce monthly and yearly reports of the animals and supplies for their reporting purpose.

System Features and Functionality

Impound Animals

		Y/N	Comment
1	Ability to automatically generate a impound number – starting with the year (format YYxxxxxx)		Not critical to keep this format with an automated system
2	Reason animal was received (picked up, found, dropped off, etc)		
3	Animal type, breed, sex (table entries)		
4	Animal condition (table entries)		
5	AVID number		
6	Date received & time		Format MM/DD/YYYY HH:MM (24 hour)
7	Date animal quarantine		Format MM/DD/YYYY

Complaints

		Y/N	Comment
1	Reason for complaint (dog bite, barking dogs, etc.)		Table Entries – Use drop down for selections
2	Name, address & phone number of person filing complaint		
3	Owner Name, address & phone number		
4	Location of animal		
5	Action taken		Table Entries – Use drop down for selections
6	Date complaint filed & time		Format MM/DD/YYYY HH:MM (24 hour)
7	Comments		

Adoptions

		Y/N	Comment
1	Which animal adopted		
2	Name and address of new owner		
3	Animal Shots		Table Entries – Use drop down for selections
4	Fee Cost		Table Entries and able to override (override by supervisor approval)
5	Date Adopted		Format MM/DD/YYYY

Violations

		Y/N	Comment
1	Reason for violation		Table Entries – Use drop down for selections
2	Name, address & phone number		
3	Action taken		Table Entries – Use drop down for selections
4	Date of Violation & time		Format MM/DD/YYYY HH:MM (24 hour)

Lost and Found

		Y/N	Comment
1	Location animal found		
2	Ability to cross reference with the animals impound		
3	Description of animal		
4	Date Found & time		Format MM/DD/YYYY HH:MM (24 hour)
5	Date Returned & time		Format MM/DD/YYYY HH:MM (24 hour)

Licensing

		Y/N	Comment
1	License Number		
2	Animal type, breed, sex		Table Entries – Use drop down for selections
3	Date Licensed		Format MM/DD/YYYY

Wanted Animal Request

		Y/N	Comment
1	Animal Requested		
2	Name, address, phone number of person requesting a animal		
3	Date Requested		Format MM/DD/YYYY
4	Comments		

Fees

		Y/N	Comment
1	Description of Fee		Table Entries – Use drop down for selections
2	Amount of Fee		Standard fee associated with description table – but must be able to override (Override at supervisor level)
3	Name, address, phone number of person paying fees		
4	Date Fee paid		Format MM/DD/YYYY
5	Receipt Number		Max 9 digits

Reports

		Y/N	Comment
1	Impound Report		
2	Adoption Report		
3	Complaint Report		
4	Violation Report		

Inventory of Supplies

		Y/N	Comment
1	Item Name		
2	Description		
3	Quantity		
4	Date Last used		Format MM/DD/YYYY
5	Price		

Reporting Requirements

		Y/N	COMMENTS
1	Have the ability to print to: Local Printer Network printers with menu for user choice of printer. PDF file		
2	System capability to lay out and print forms such as bite records, adoption records, etc. on blank paper and card stock.		
3	Provide an export option feature for exporting data in the following formats: Text File, Excel, Access, Generate bar-coded bills for USPS CASS.		

Security Requirements

		Y/N	COMMENTS
1	Security profiles can deny or allow access: By employee By employee group By screen. By field. By table By module or menu selection By direct reports By standard report By ad-hoc reporting By transaction type or command		
2	Security profile may be copied and then modified		
3	Do security definitions apply to the reporting module?		

SECTION IV TECHNICAL REQUIREMENTS

		Y/N	COMMENTS
1.	Communicate to other systems via ODBC (Open Data Base Connectivity).		
2	Communicate to other systems via LDAP (Lightweight Directory Access Protocol		
3	Track via an audit trail all data entry and manipulation		
4	Archive, reinstate and purge data based on user-defined parameters		
5	Support automatic back up and recovery		
6	Support mirrored data files or disc arrays		
7	Support workflow for transaction approvals based upon organization chart hierarchy and established business rules.		
8	Electronically transfer application patch/upgrade information from vendor site		
9	Switched access to both the test and live environments within the scope of the same client environment		
10	Provide a test environment for both training and application upgrade testing prior to putting upgrade into production		
11	Must run on Windows Server 2003 and XP Professional Desktop operating systems.		
12	Please specify recommended server configuration.		
13	Please specify recommended Work Station Configuration		
14	Please specify the different data bases supported		
15	Please specify recommended Data Base to be used		
16	Please specify other data bases supported		
17	Describe your deployment of bug fixes,		

	software updates and upgrades		
18	Do you assist with problem resolution by accessing our system? If yes, what are the ways that you will access our system?		
19	When was the last major release of your software?		
20	Do you have a Browser base environment?		
21	Do you have workflow processes built into your system? If so, please describe. Provide an example		
22	What reporting tools are available? Are there interfaces into Microsoft Office		
23	Data Base Preference is Microsoft SQL		

Network Administration

		Y/N	COMMENTS
1	Messaging to the system administrator when: Maximum number of concurrent users has logged in, based on user-defined limit. Length of log in time set by administrator at the user level List of concurrent users displayed on-screen to administrator in real time An unregistered user attempts to log in.		
2	Resolves the conflict if two or more users open and attempt to update the same record at the same time		
3	Allow administrator to set timeout length to bump inactive users of the system		
4	Allow system administrator to define actions for input errors at the screen level		
5	Allow system administrator to control if the system will suspend rejected transaction for reprocessing		
6	Produce exception reports		

User Interface

		Y/N	COMMENTS
1	The system must have a Windows standard GUI with drop down menus.		
2	Options to interface field data collection equipment (e.g. PDA, electronic tablet, laptop) available		
3	Allow users the ability to "Cut and Paste" text from this program to any other Windows based program		
4	Allow users the ability to "Cut and Paste" text from any other Windows based program to this program.		
5	Allow user to correct errors without re-input of entire transaction.		

Utilities and Help Functions

		Y/N	COMMENTS
1	Allow user access to system "Help" screen(s) without exiting entry screens.		
2	Provide on-line help for each application window or screen. Software must provide on-line help with Contents and Search capabilities		
3	Access to help information is context sensitive. Software must provide context sensitive help based on Cursor location		
4	User capability to dynamically tailor menus or screen displays to accommodate differences in processes and procedures.		
5	Provide drill down capabilities on each account showing billing and assessment history, subject to user authority level.		
6	Allows table maintenance without the intervention of a resource outside the Jefferson County staff.		

System Interfaces

		Y/N	COMMENTS
1	Capable of creating a text file of Excel spreadsheet as a file to be used into our General Ledger system.		

Data Conversion (NONE)

		Y/N	Comments

Maintenance

		Y/N	Comments
1	Must be able to provide local on-site hardware and software support.		
2	Must have the system operational within 4 working hours of on-site response.		
3	Must be able to troubleshoot the system via remote dial up diagnostic.		
4	Must provide complete system documentation.		
5	Must describe all maintenance service to be contractually agreed to including the levels of contact for maintenance, preventive maintenance programs, warranties and liabilities.		
6.	The response times should conform to the following minimum requirements for maintenance service Monday through Friday, nine hour per day basis: voice response within two hours on-site response within 4 hours		
7.	Must provide the following information relating to the provision of maintenance service on a Monday through Friday, nine hour day: Where will the primary service organization be located and what is the geographic area		

	served by the primary service organization? How many service technicians at the primary location are trained on the equipment proposal?		
8.	Must provide the plan for responding to off-hour requests for service and requests for service on holidays, weekends, and vacations. State costs that apply. What are the procedures for requesting this service?		
9.	Support/Upgrade/Maintenance: Describe your maintenance process for fixing errors to upgrading new releases. Does the vendor have a web site for disseminating software fixes/updates? Describe any product warranty. Describe what product maintenance contract is available. Are product upgrades included in the maintenance agreement?		
10.	Date Activated Maintenance: All workstations must be able to be configured and maintained from any like workstation on the local / wide area network using a single copy of the system and location maintenance files residing on a server accessible by all workstations. All system and location maintenance changes should be able to be downloaded to all workstations on a user-defined date. Workstations not used for an indefinite period of time should, at time of re-use, should detect missed maintenance updates and automatically synchronize local settings with those of the master maintenance at the start of day.		
11.	The vendor shall provide support for all software proposed under this proposal beginning on the delivery date and ending one year after system acceptance. This service shall include available software updates and new releases, as well as technical consultation and remote access support if the system has been customized, the vendor must, maintain customized software as part of the maintenance contract.		
12.	The vendor shall have a support hot-line available to Jefferson County Staff for problem resolution with technical assistance response time of two business hours, support hours should be stated in the proposal. Explain applicable 'escalation procedures' additional assistance if a software failure is not resolved in a timely manner.		

SECTION V - INSTALLATION, TRAINING, DOCUMENTATION

		Y/N	Comments
	Following are the requirements for installation, training, and documentation:		
1	The vendor shall provide a comprehensive project timeline that depicts all major milestones, and a detailed schedule of tasks. Included in the plans will be a staffing plan. The vendor must provide a staffing plan, outlining both proposed consulting resources and Jefferson County's staffing requirements, both technical and functional.		
2	Provide training materials and documentation on all aspects of the system implemented. a minimum of two hard copies of system documentation (user manuals, technical manuals, operations manuals, data element dictionaries, etc.) shall be provided with the system as well as copies of the same documentation electronically in Microsoft word format on cd-rom. vendor shall agree that we have the right to make additional copies of any training materials and system documentation provided and may use the material to train additional personnel. vendor shall agree that we have the right to incorporate sections of the electronic version of the documentation into our in-house documentation for personnel working with the system		
3	Vendor shall be responsible for providing detailed documentation on system operation and troubleshooting. Should there be any hardware concurrently introduced with the software, the necessary operation manuals shall be provided.		
4	Provide both system training and end-user training for the system. All training will be conducted at Jefferson County.		
5	The scope of the system training must include any and all functions for supervisor, maintenance and technical support procedures required for the installation and on-going operations for the daily operations of the system, and writing queries and Reports. .		
6	The scope of the end-user training must include all customization for the daily operations of the system, and writing queries and reports.		
7	Training is to be done by qualified instructors and shall provide a "hands on" type of instructions.		
8	Provide detailed specifications for all required hardware, servers, and workstations.		
9	Provide the necessary services and personnel to assist in implementing the system. These services shall include providing pre-		

	implementation consulting to determine the optimal implementation plan to use to incorporate the system into exiting operations and on-site implementation support to ensure successful implementation of the system.		
10	The system supplied shall be in good working order upon implementation and shall conform to the published specifications including physical characteristics, space requirements, operating characteristics, power requirements, maintenance characteristics, modularity, and compatibility.		
11	Vendor shall install and configure the software on the server(s) and at least 2 workstations, making them perform to the client's satisfaction, ensuring that the current functionality of the software installed on the workstations is not impaired. Vendor shall establish simultaneous access for the workstations to the servers and the associated current applications software without impairing the performance of the applications software and network connections. The customer will observe the installation process and gain knowledge transfer. Vendor shall perform unit and system tests of all software functions in accordance with vendor's standard installation and implementation tests to our satisfaction. Vendor shall certify in writing that the tests have been conducted successfully and that system meets the agreed upon specifications. .		
12	Supply the documentation and upgrades in a machine-readable format.		
	Acceptance of the System		
13	Acceptance testing shall begin upon receipt of written certification from Vendor that the system is installed and ready or acceptance testing. We will conduct acceptance testing beginning the first working day after receipt of certification and will continue for a period of 3 working days. We will verify that the system contains and meets all requirements that were offered in the proposal. We will also verify the system is fully operational and available for use. If acceptance testing is not successful the vendor will make corrections and the acceptance testing must start over. The time for response and the time for testing will be agreed upon by the client and vendor.		
14	The vendor shall be notified in writing of the status of system acceptance testing within 5 working days after the end of the acceptance-testing period.		
15	We shall require an acceptance-testing period of a minimum of 10 working days to complete final acceptance testing after the vendor verifies the system is installed and ready for acceptance testing.		
16	Vendor shall warrant that the system shall be		

	free from programming errors and shall confirm to the performance reliability standards and system requirements set forth in the License Agreement and that the services to be performed by the vendor shall be performed in a timely and professional manner by qualified personnel. Vendor shall respond to requests for warranty service promptly and shall remedy any programming errors, defects, or breach of warranty as soon as practical and with minimal downtime, at no charge. The terms of this warranty shall expire one year after the date of acceptance of the system. In the event that this system, in whole or part does not perform in accordance with the contractual requirements, vendor shall promptly, and in no case any later than 20 days after notification, thereof, correct, modify, or improve the system, at vendor's expense, to ensure that the system complies with the agreed upon specifications and system requirements.		
17	Vendor warrants that the system delivered under this contract shall be able to accurately process data (including, but not limited to, calculating, comparing, and sequencing) from the year 1990 and forward, including leap year calculations, when used in accordance with the product development provided by the Vendor.		
18	Vendor warrants and represents that the system shall be free of any willfully introduced computer virus or any similar harmful, malicious, or hidden programs or data.		
19	The software warranty period must include toll-free calls for maintenance, software support, services, and software updates if released.		
20	The vendor shall provide a service representative who will respond by telephone to software failures within two business hours of notification. Hours of availability should be stated in the proposal. .		

SECTION VI PRICING

		Y/N	Comments
1	Vendor shall provide as part of their proposal, the cost and specific details of extended software maintenance agreements. Costs for upgrades or enhancements to the software are, if not included as part of this agreement, shall be listed separately.		
2	In an effort to reduce risk, a money back guarantee from the vendor is required with no charge for de-installing the system.		
3	List the hardware costs on the following detail pricing sheets. Then carry the total hardware costs to the Pricing Summary.		
4	List the software cost on the following detail pricing sheets. Then carry the total hardware costs to the Pricing Summary Server Workstations Update View only		
5	List any software that your company does not provide that is necessary for the system to be implemented.		
6	List the costs for implementation including training. Including travel expenses and project management.		
7	The vendor shall provide descriptions and pricing for maintenance and support after the initial warranty/support period. The vendor shall describe the method of distributing and installing modifications to the proposed software that are developed and recommend by the manufacturer, fully outlining the responsibilities of the vendor and Jefferson County in the installation and acceptance of such modification.		
8	Planning for the future is very important. The system must allow cost-effective growth. The vendor must show associated software license costs to double the original listed number of workstations and administrative workstations.		
9	The system shall be capable of supporting a growing number of concurrent workstations. Therefore, the vendor must state the cost of adding each additional user to the system after the initial installation. .		
10	Vendor shall propose a license that allows unlimited concurrent use of the system for both the workstations and the administrative workstations.		

Pricing Summary

	Investment	Annual Maintenance Starting Date	Annual Maintenance Cost	Comments
Hardware				
Software				
Training				
Travel Expenses				
Other:				
Total				

Detail Hardware Pricing

	Investment	Annual Maintenance Starting Date	Annual Maintenance Cost	Comments
Total				

Detail Software Pricing

	Investment	Annual Maintenance Starting Date	Annual Maintenance Cost	Comments
Total				

Detail Optional Pricing

	Investment	Annual Maintenance Starting Date	Annual Maintenance Cost	Comments
Total				

SECTION VII: SAMPLE OF REPORTS

Bite Report

VICTIM	NAME OF PERSON BITTEN			ADDRESS		
	TELEPHONE NO	AGE	SEX	WHEN WAS BITE REPORTED		
			☐ MALE ☐ FEMALE			
	WHEN DID BITE OCCUR	WHAT PART OF BODY BITTEN	WOUND WAS TREATED AT ☐ C. HOSPITAL ☐ OWN DOCTOR ☐ OTHER			
ANIMAL	KIND OF ANIMAL ☐ DOG ☐ CAT ☐		BREED	MARKING		
	WEIGHT	SEX ☐ MALE ☐ FEMALE	TAG NO	DATE OF INNOCULATION	TYPE OF VACCINE ☐ TISSUE ☐ LIVE	ANIMAL WAS A ☐ STRAY
	OWNERS NAME		ADDRESS		TELEPHONE NO	
	ANIMAL WAS ☐ QUARRANTINED ☐ UNKNOWN ☐ NOT FOUND ☐ DEAD ☐			APPEARANCE OF ANIMAL ☐ NORMAL ☐ CLINICAL RABIES		
	ANIMAL WAS QUARRANTINED AT ☐ HOME ☐ HOSPITAL ☐ POUND		CAGE NO	DATE QUARRANTINE BEGAN	DATE QUARRANTINE ENDS	
	ADVICE ABOUT ANTI RABIC TREATMENT GIVEN BY ☐ PRIVATE DOCTOR ☐ C. HOSPITAL ☐ HEALTH DEPT.			NUMBER OF INJECTIONS PRESCRIBED		
MEDICAL DATA	DATE HEAD SENT TO LAB		MICROSCOPIC FINDINGS ☐ NEGATIVE ☐ POSITIVE		RESULTS OF ANIMAL INNOCULATION ☐ NEGATIVE ☐ POSITIVE	
	FINAL DISPOSITION OF ANIMAL ☐ RELEASED TO OWNER ☐ DIED ☐ EUTHANIZED ☐					DATE
DISPOSITION OF ANIMAL	SIGNATURE OF PERSON TO WHOM ANIMAL WAS RELEASED		ADDRESS			
	SIGNATURE OF EMPLOYEE RELEASING ANIMAL		SIGNATURE OF EMPLOYEE MAKING INVESTIGATION			
			DATE OF INVESTIGATION			

ANIMAL BITE RECORD

Jefferson County Animal Control Division

Yearly Report

Month	Total Receipt	Bad Check Fee	Boarding Fees	Adoption	R.T.O.	Kennel Inspec.	P.T.S. Muni.	Avid chip Fees	CO. Tags	Surrender
January-05	\$6,324.00		\$810.00	\$120.00	\$750.00		\$1,735.00	\$910.00	\$1,179.00	\$125.00
February-05	\$6,293.56		\$599.00	\$220.00	\$620.00	\$50.00	\$1,086.39	\$735.00	\$1,852.00	\$215.00
March-05	\$9,732.00		\$1,095.00	\$320.00	\$1,270.00	\$50.00	\$270.00	\$1,260.00	\$3,896.00	\$208.00
April-05	\$9,703.79		\$1,734.00	\$220.00	\$1,300.00	\$300.00	\$890.00	\$1,270.00	\$2,673.00	\$180.00
May-05	\$9,641.00		\$660.00	\$360.00	\$925.00	\$250.00	\$450.00	\$630.00	\$4,411.00	\$310.00
June-05	\$11,413.00	\$25.00	\$1,435.00	\$360.00	\$1,400.00		\$725.00	\$1,295.00	\$4,359.00	\$388.00
July-05	\$7,651.00	\$20.00	\$870.00	\$340.00	\$625.00	\$50.00	\$280.00	\$350.00	\$2,626.00	\$328.00
August-05	\$10,944.00		\$1,055.00	\$280.00	\$1,005.00		\$630.00	\$875.00	\$5,792.00	\$337.00
September-05	\$7,241.77		\$1,090.00	\$220.00	\$875.00	\$50.00	\$963.00	\$665.00	\$2,169.00	\$175.00
October-05	\$11,295.00		\$1,095.00	\$220.00	\$1,160.00		\$2,165.00	\$805.00	\$4,853.00	\$141.00
November-05	\$7,531.71		\$850.00	\$320.00	\$650.00		\$950.00	\$840.00	\$2,763.00	\$205.00
December-05	\$9,105.00		\$1,340.00	\$600.00	\$1,075.00	\$100.00	\$145.00	\$980.00	\$2,826.00	
Totals	\$106,875.83	\$45.00	\$12,633.00	\$3,580.00	\$11,655.00	\$850.00	\$10,289.39	\$10,615.00	\$39,399.00	\$2,612.00

Euthanasia Fee	Trap Deposit	Vet Fees	Donation	Total Breakdown	Disbursed Co. Fees	Disbursed Donation	Disbursed Trap Deposit	Disbursed Vet Fees	Start up Cash	Return Check
\$40.00	\$50.00	\$435.00	\$120.00	\$6,324.00	\$6,010.00	\$79.00		\$210.00	\$25.00	
\$200.00		\$625.00	\$66.17	\$6,268.56	\$5,577.39	\$66.17		\$625.00	\$25.00	
\$200.00		\$1,030.00	\$108.00	\$9,707.00	\$8,569.00	\$108.00		\$1,030.00	\$25.00	
\$240.00	\$25.00	\$660.00	\$186.79	\$9,678.79	\$7,997.00	\$166.79	\$25.00	\$375.00	\$25.00	\$31.00
\$120.00		\$1,155.00	\$270.00	\$9,601.00	\$8,141.00	\$270.00		\$1,155.00	\$25.00	
\$80.00	\$25.00	\$1,193.00	\$148.00	\$11,413.00	\$10,118.00	\$148.00		\$1,193.00	\$25.00	-\$5.00
\$40.00		\$815.00	\$1,302.00	\$7,651.00	\$5,534.00	\$1,302.00		\$815.00	\$25.00	\$5.00
\$40.00		\$660.00	\$245.00	\$10,919.00	\$10,139.00	\$280.00		\$620.00	\$25.00	
\$400.00		\$582.77	\$52.00	\$7,241.77	\$6,607.00	\$199.77		\$435.00	\$25.00	
\$120.00		\$555.00	\$56.00	\$11,270.00	\$10,659.00	\$56.00		\$555.00	\$25.00	
\$200.00	\$50.00	\$555.00	\$148.71	\$7,531.71	\$6,828.00	\$148.71		\$555.00	\$25.00	
\$120.00		\$1,445.00	\$339.00	\$8,970.00	\$7,556.00	\$319.00		\$1,445.00	\$25.00	
\$1,800.00	\$150.00	\$9,710.77	\$3,041.67	\$106,575.83	\$93,735.39	\$3,143.44	\$25.00	\$9,013.00	\$25.00	\$31.00

SECTION VIII: REFERENCES

Please include a minimum of 3 government references

(Preferably in Missouri)

	Software Modules Installed	Years Software Installed	Comments
Address:			
City, State, Zip			
Contact Name			
Telephone Number			
EMAIL Address			