



## LEGAL NOTICE

### REQUEST FOR QUALIFICATIONS

14-087

For

**IT Service Management Software and Implementation Services**

For

**ST. CHARLES COUNTY GOVERNMENT  
ST. CHARLES, MISSOURI**

St. Charles County is seeking Statement of Qualifications for **IT Service Management and Software Implementation Services**. The County reserves the right to terminate the contract for reasons of violations by the successful proposer of any term or condition of the contract by giving thirty (30) days written notice stating the reasons therefore and giving the party ample time to remedy the deficiencies.

## INSTRUCTIONS

One original and one [2] signed copies of the statement of qualifications must be received in a sealed envelope plainly marked “**14-087 IT Service Management and Implementation Services**” with the due date and time in the lower left corner of the envelope.

An authorized representative of the company/person submitting the statement of qualification must sign it in blue ink.

Statements of Qualifications must be submitted to the St. Charles County Finance Department, 201 North Second Street Room 541 St. Charles MO 63301 prior to **03/21/2014 at 2:00 PM**.

St. Charles County reserves the right to accept and/or reject any and all proposals.

## INQUIRIES

Any questions or clarifications concerning this Request for Qualifications must be submitted in writing via E-mail (preferred), mail or fax to:

Kurt Mandernach, Purchasing Manager  
St. Charles County Government  
Finance Department  
201 North Second St  
St. Charles, Missouri 63301  
Fax: (636)949-7589  
[purchasing@sccmo.org](mailto:purchasing@sccmo.org)

### **Inquiries about the specifications should be made to:**

Patty Steevens  
St. Charles County Government  
Information Systems  
201 North Second St  
St. Charles, Missouri 63301  
Phone (636) 949-7900 Ext 4488  
[psteevens@sccmo.org](mailto:psteevens@sccmo.org)

- The RFQ number and title shall be referenced on all correspondence.
- All questions must be received no later than **5:00 PM** on **3/13/2014**. Any question received after this deadline may not be answered.

**Responses to questions/clarifications will be placed on the County's website <http://finance.sccmo.org/finance>. Check this website frequently for updates and any addendum that are issued.**

## **Prohibited Communication**

***Contact with any representative, other than through the procedure outlined in the section titled Proposal Inquiries”, concerning this request is prohibited. Representative shall include, but not be limited to, all elected and appointed officials, and employees of St. Charles County and the Agencies within St. Charles County.***

***Any Offeror engaging in such prohibited communications may be disqualified at the sole discretion of St. Charles County.***

## **TERMS AND CONDITIONS**

- No additions, deletions, corrections, or adjustments will be accepted after submissions are opened.
- The electronic version of this proposal/RFQ is available upon request. The document was entered into WORD for Microsoft Windows. The Purchasing Office does not guarantee the completeness and accuracy of any information provided on the electronic version. Therefore, respondents are cautioned that the hard copy of this proposal/RFQ on file in the Purchasing Office governs in the event of a discrepancy between the information contained in or on the electronic version and that which is on the hard copy.
- An authorized officer of the company submitting the response must sign all copies, in blue ink.
- Vendors must submit three [3] signed copies of their statement of qualifications; one is to be an original and so marked.
- St. Charles County will not award any proposal to an individual or business having any outstanding amounts due from a prior Contract or business relationship with the County or who owes any amount(s) for delinquent taxes, fees or licenses.
- Sealed submissions received after the designated time of the receipt of the sealed statements will be considered "VOID" and will not be opened.
- The successful firm is specifically denied the right of using in any form or medium the names of St. Charles County or any other public entity within the St. Charles County for public advertising unless express written permission is granted.
- All firms must possess the necessary and appropriate business and/or professional licenses in their field.
- Award will be made to the firm best qualified and capable of performing the desired work, subject to successful contract negotiations.

**Employment of Unauthorized Aliens Prohibited (Missouri Revised Statutes Section 285.530)**

As a condition for the award of any contract or grant in excess of five thousand dollars by St. Charles County to a business entity, the business entity shall, by sworn affidavit and provision of documentation\*\*, affirm its enrollment and participation in a federal work authorization program (**E-Verify**) with respect to the employees working in connection with the contracted services. Every such business entity shall sign an affidavit affirming that it does not knowingly employ any person who is an unauthorized alien in connection with the contracted services. [RSMO 285.530 (2)]

An employer may enroll and participate in a federal work authorization program (**E-Verify**) and shall verify the employment eligibility of every employee in the employer's hire whose employment commences after the employer enrolls in a federal work authorization program. The employer shall retain a copy of the dated verification report received from the federal government. Any business entity that participates in such program shall have an affirmative defense that such business entity has not violated subsection 1 of this section. [RSMO 285.530 (4)]

Any entity contracting with St. Charles County shall only be required to provide the referenced affidavit on an annual basis. A copy of the affidavit is included in this proposal request. Vendors may choose to send the required documentation using one of the following options:

- Send the notarized affidavit and E-Verify MOU signature page to: St. Charles County, Attn: Purchasing Manager, 201 N Second Street, Room 541, St. Charles, MO 63301 prior to responding to any solicitations; **OR**
- Send the notarized affidavit and E-Verify MOU signature page along with a proposal solicitation response.

These documents will be kept on file. The notarized affidavit will remain current for **one year** from the date of the notarized affidavit.

**\*\* PLEASE NOTE:**

***Acceptable enrollment and participation documentation consists of a valid copy of the signature page of the E-Verify Memorandum of Understanding, completed and signed by the Contractor, and the Department of Homeland Security - Verification Division***

***The online address to enroll in the E-verify program is:***

<https://e-verify.uscis.gov/enroll/StartPage.aspx?JS=YES>

## **OPEN RECORDS**

Any and all information contained in or submitted with the proposal becomes a public record subject to the Missouri Sunshine Law when a contract is executed or all proposals are rejected. If Proposer believes that any information contained in or submitted with the proposal is protected by the Missouri Sunshine Law, Proposer must clearly identify what information Proposer believes is so protected and must also clearly identify the legal basis therefor.

### **Insurance**

**Worker's Compensation and Employer's Liability:** The successful contractor and each subcontractor shall maintain a policy of Worker's Compensation insurance, or be a qualified self-insurer, providing Statutory limits and Employer's Liability coverage with limits of no less than \$500,000 during the life of the contract.

**Automobile, General Liability (including products and completed operations) and Property Damage:** The Contractor and any subcontractor(s) shall maintain throughout the life of the contract comprehensive General liability insurance, including completed operations, in an amount of not less than \$1,000,000 for bodily injury or death to any one person; \$3,000,000 per occurrence is an acceptable alternative. Property damage coverage of at least \$1,000,000 shall be maintained. The policy shall be endorsed so that the General Aggregate limit applies separately to each authorized project. Automobile coverage must include non-owned vehicles.

All such insurance shall be written through an insurance company licensed to do business in the State of Missouri and acceptable to Saint Charles County. The policy must specifically state that the coverage, as it pertains to the County, shall be primary; that any or all insurance carried by an additional insured is strictly excess and secondary, and will not contribute to the Contractor's policy.

The Contractor and each subcontractor agree to furnish Saint Charles County with a Certificate of Insurance naming them as an Additional Insured on each of their respective policies and include a provision for at least 30 days written notice of any material change or cancellation.

## **REQUEST FOR QUALIFICATIONS**

### **IT Service Management (ITSM) Software with Implementation Services**

St. Charles County Government Information Systems is comprised of 24 full time employees that include 1 Director, 4 Division Managers and 19 employees that support the county departments.

St. Charles County Government is committed to providing exceptional public service to over 368,000 citizens through principles of character, professionalism, and conscience. The County's departments and offices include: Assessor, Auditor, Circuit Court, Collector of Revenue, Community Health and the Environment, Corrections, Council, Counselor, Dispatch and Alarm, Election Authority, Facility Management, Finance, Highway, Human Resources, Information Systems, Juvenile Justice, Municipal Court, Parks, Prosecuting Attorney, Public Administrator, Recorder of Deeds, Sheriff, Transportation and Workforce Development. Over 1,400 employees and seven Council members serve the community.

#### **Statement of Work**

##### **1 Purpose**

St. Charles County Information Systems seeks to acquire a comprehensive ITSM software application and associated Implementation Services to effectively and efficiently manage day-to-day operations of Information Systems. This Request for Qualifications (RFQ) states the overall scope of services desired and specific software functionality as well as required vendor qualifications.

The solution should seek to not only meet the current requirements of St. Charles County Information Systems, but also allow for expansion to meet future needs. The solution must also be compatible with Windows 7 Professional client computers, as well as, local and remote clients. All software must meet or exceed the majority of following specifications to be considered. Vendors are required to clearly identify any deviations from the following proposal specifications. Qualified technical support must be readily available.

## 2 Project Goals and Expectations

### 2.1

- Reduce overall operational costs throughout Information Systems.
- Support our adoption of the ITIL framework of good practices for IT Service Management, including our shift to a Single-Point-of-Contact “Service Desk” model
- Replace our current Help Desk application and other tools that we currently use to manage our tasks and projects
- Enable true Problem, Project and Change Management processes
- Develop and implement effective system and service documentation via a searchable Knowledge Base
- Manage our IT Configurations and Assets (inventory of desktop, laptops, iPads, servers, applications, software licenses, printers, plotters, general equipment etc.)
- Monitor and Track system downtime
- Manage our service delivery to our Service Level Agreements
- Resource Management with the ability to track staff workload, backlog and task/project status
- Provide dashboard reporting with the ability to create custom reports
- Integrated Service Desk, Incident Management, Time tracking with Project Management (i.e. work tickets can become projects if needed)
- Financial Management with the ability to manage our labor, assets and budgets effectively
- Time Reporting (i.e. all resource time recorded from a work ticket to closure regardless if it became a project or a ticket)
- Cloud based solution with high availability (immediate failover)
- Ability to access application via tablets and mobile devices
- Ability to create a service portfolio and catalog to manage demand, assets and costs
- Ability to create custom fields and menus
- Ability to automate work flows (i.e. routing requests, routing timesheets for approval etc.) with email alerts
- Ability to set up alerts (i.e. task is due in 2 days, task is 3 days past due etc.)
- Ability to send emails (i.e. status on a task and or project, reassignment of a task etc.)
- Ability to integrate with Active Directory
- Ability for requestors/users to check status of the request they submit
- Document Management (i.e. archive information and attachments for easy access to open and closed tickets, projects, incidents etc.)
- Vendor Management tracking our vendors, product and services, maintenance fees and renewal dates
- Governance framework



**2.2**

- The County shall not be held responsible for any oral instructions. Any changes to this Request for Qualifications (RFQ) will be in the form of an addendum.

**2.3**

- The County reserves the right to reject any or all responses, to waive any informality or irregularity in any response received, and to be the sole judge of the merits of the respective responses received.

**2.4**

- The selected provider will be an integral member of the Project Team, consisting of the selected provider, representatives from the County and other consultants as required or designated.

**2.5**

- Anticipated Number of Users (see below)

Administrators within the Information Systems Department	4
Information Systems Users (includes Admins)	27
County Users (does not include IS staff)	525

**3 Statement of Qualification**

- General information about your organization
  - Company history
  - Number of years in Industry
  - Number of Full Time Employees (Domestic/International)
- Relevant Experience
  - Description of Products and Services provided by the firm that would meet project goals
  - Provide the 3 government testimonials of Implementations that met similar goals with a positive outcome
- Team Experience and Qualifications
  - Government experience and roles of company personnel involved in the project
  - Identify any consultants or offshore teams that may be used in the implementation cycle (Project Manager, Trainer and Support)
  - Has your team ever failed to complete an implementation? If so, please describe in detail.

- Project Understanding and Software Solution
  - Describe your software in regards to our needs in section 2 and explain or present proposed solutions that will meet those goals and specifications.
  - Describe any necessary information or actions that will be required of the county; for example: Interviews, co-development, work flow automation, configuration effort, training or technology skill sets.
- Approach to Implementation and Project Management
  - Describe the methodology used, deliverables and milestones to be met during the Project Life Cycle
  - Include a rough project schedule to provide some idea of timeline of proposed project
  - Describe proposed approach to Quality Assurance and Issue Resolution
- Budget Narrative and length of contract
  - Submit a completed Budget Narrative in a sealed envelope separate from the SOQ.

#### **4 Additional Terms and Conditions**

##### **4.1 Confidentiality**

All correspondence, documentation and information provided in response to or because of this RFQ may be reproduced for the purposes of reviewing the Respondent's submission to this RFQ. If a portion of a vendors response is to be held confidential, such provisions must be clearly identified in the response. All correspondence, documentation and information of any kind, provided to any vendor, in connection with or arising out of this RFQ or the acceptance of any response:

- Remains the property of the County
- Must be treated as confidential to the extent permitted by law
- Must not be used for any purpose other than for replying to this RFQ or for fulfillment
- Must be returned upon request

##### **4.2 Non-Disclosure Agreement**

The County reserves the right to require any vendor to enter into a non-disclosure agreement satisfactory to the County.

## 5 Proposal Preparation Instructions

### 5.1 Vendor's Understanding of the RFQ

In responding to this RFQ, the vendor accepts the full responsibility to understand the RFQ in its entirety, and in detail, including making any inquiries to the County as necessary to gain such understanding.

### 5.2 Good Faith Statement

All information provided by the County in this RFQ is offered in good faith. Individual items are subject to change at any time. The County makes no certification that any item is without error. The County is not responsible or liable for any use of the information or for any resulting claims.

### 5.3 Proposal Contents

Responses to this request should include the following:

- Cover Letter: Company Name and Address, Contact Information, Name and position of person(s) submitting the request.
- Statement of Qualification (SOQ) - a response to this request in the format identified in section 3 of this request.
- Project Budget Narrative of Project Fees, and completed Pricing and Fees (per Section 7). Placed together in a sealed envelope **separate** from the Cover Letter and SOQ.

## 6 Selection Process and Schedule

The County will evaluate each Statement of Qualification (SOQ) according to the above contents and criteria. Finalists may be selected to meet with the County for onsite interviews and demonstration. Those applicants selected as finalist will be notified and provided additional instruction. Those applicants not selected for further consideration will also be notified.

Following the finalist selection, the County will determine a ranking for each finalist based on the criteria in section 3 of this RFQ. Consideration will be given to the written response and a presentation during the interview process if necessary. No other factors will be used in the qualification ranking process.

The highest ranked applicant will be recommended to the Finance Director and Director of Administration for contract award.

St. Charles County Government will enter into negotiations with the selected applicant and execute a contract upon completion of negotiation for products and services for County Executive and County Council Approval.

If the county is unsuccessful in negotiating a contract with the highest ranked team, St. Charles County Government may then negotiate with the second or third ranked finalists until a contract is executed, or may decide to terminate the selection process.

RFQ Release	3/6/14
Vendor Questions Deadline	3/13/14
RFQ Addendum: Q & A Response posted	3/18/14
Proposal Response Deadline	3/21/14
Proposal Review and Finalist Selection	3/28/14
Vendor Demonstrations (if necessary)	TBD
Vendor Selection	TBD
Contract Negotiations Complete	TBD
Contract Signed	TBD
Work Begins	TBD
Final Acceptance	TBD

## 7 Project Budget Narrative

In order for the County to differentiate proposals of a similar quality and capability some reference to pricing information is needed. Responses should be prepared with a completed Project Budget Narrative, placed in a sealed envelope with company name on outside and returned with the SOQ response. Be sure to include all estimated fee ranges on an itemized basis for anything the County will incur charges for during the Solution Development and Implementation process. Please also include any pricing information specifically in regards to Customization, User Licensing (if applicable), Hosting, Consultants, Software Licensing, Ongoing Maintenance, Ongoing Technical Support, Upgrades, Implementation, Customization, Report Writing, Training and Travel Expenses.

All approximate pricing information should include the possible range of variance given our approximate requirements, and reflect an outlay of year by year fees over a three (3) years. Any fees associated with other products required to develop and/or implement and efficiently operate the application should be included and noted separately in the budget narrative as exceptions. SOQ shall provide pricing for both on-premise and hosted solutions when available. Any discounts for multi-year contracts must be provided in the exception narrative.

Estimated lead time after receipt of order to begin project: \_\_\_\_\_

## Exception Sheet

If the item(s) and/or services proposed in the response to this proposal is in any way different from that contained in this proposal or proposal, the proposer is responsible to clearly identify all such differences in the space provided below. Otherwise, it will be assumed that the proposer's offer is in total compliance with all aspects of the proposal.

Below are the exceptions or differences to the stated specifications (attach additional sheets as needed):

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

Signature: \_\_\_\_\_

Title: \_\_\_\_\_

Company: \_\_\_\_\_

**Audit Clause for Contracts**

Examination of Records

The Contractor's records must include, but not be limited to, accounting records (hard copy, as well as computer readable data), written policies and procedures, subcontractor files, indirect cost records, overhead allocation records, correspondence, instructions, drawings, receipts, vouchers, memoranda, and any other data relating to this contract shall be open to inspection and subject to audit and/or reproduction by the County Auditor, or a duly authorized representative from the County, at the County's expense. The contractor must preserve all such records for a period of three years, unless permission to destroy them is granted by the County, or for such longer period as may be required by law, after the final payment. Since the Contractor is not subject to the Missouri Sunshine Law (Chapter 610, RSMo), information regarding the Contractor's operations, obtained during audits, will be kept confidential.

The Contractor will require all subcontractors under this contract to comply with the provisions of this article by including the requirements listed above in written contracts with the subcontractors.

Vendor Information

Company Name: \_\_\_\_\_

Business Address: \_\_\_\_\_

\_\_\_\_\_

Business Hours: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

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

Contact Person: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_  
(Indicates acceptance of all proposal terms and conditions)

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

**AFFIDAVIT OF WORK AUTHORIZATION**

The proposer/contractor who meets the section 285.525, RSMo definition of a business entity must complete and return the following Affidavit of Work Authorization.

Comes now \_\_\_\_\_ (Name of Business Entity Authorized Representative) as  
\_\_\_\_\_(Position/Title) first being duly sworn on my oath, affirm  
\_\_\_\_\_(Business Entity Name) is enrolled  
and will continue to participate in the E-Verify federal work authorization program with respect to  
employees hired after enrollment in the program who are proposed to work in connection with the  
services related to contract(s) with the County for the duration of the contract(s), if awarded in  
accordance with subsection 2 of section 285.530, RSMo. I also affirm that \_\_\_\_\_  
\_\_\_\_\_(Business Entity Name) does not and will not knowingly  
employ a person who is an unauthorized alien in connection with the contracted services provided to  
the contract(s) for the duration of the contract(s), if awarded.

In Affirmation thereof, the facts stated above are true and correct. (The undersigned understands  
that false statements made in this filing are subject to the penalties provided under section 575.040,  
RSMo.)

\_\_\_\_\_  
**Authorized Representative's Signature**

\_\_\_\_\_  
**Printed Name**

\_\_\_\_\_  
**Title**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**E-Mail Address**

Subscribed and sworn to before me this \_\_\_\_\_ of \_\_\_\_\_. I am  
(DAY) (MONTH, YEAR)

commissioned as a notary public within the County of \_\_\_\_\_, State of  
(NAME OF COUNTY)

\_\_\_\_\_, and my commission expires on \_\_\_\_\_.  
(NAME OF STATE) (DATE)

\_\_\_\_\_  
**Signature of Notary**

\_\_\_\_\_  
**Date**



**American Made:**

In accordance with the Domestic Product Procurement Act (hereinafter referred to as the Buy American Act) RSMo 34.350-34.359, the bidder is advised that any goods purchased or leased by any public agency where the purchase, lease or contract involves the expenditure of twenty-five thousand dollars (\$25,000) or more, shall be manufactured or produced in the United States. Section 34.350.2(1) of that Act specifies that the term “public agency” includes all political subdivisions of the State of Missouri, which definition includes counties.

The requirements of the Buy American Act shall not apply if other exceptions to the Buy American mandate in RSMo 34.353 are met.

If the bidder claims there is only one line of the good manufactured or produced in the United States, RSMo 34.353 (2), or that one of the exceptions of RSMo 34.353 (3) applies, the Department Head or Elected Official bears the burden of certification as required prior to the award of a contract.

In accordance with the Buy American Act, the bidder must provide proof of compliance with RSMo 34.353. Therefore the bidder should complete and return Exhibit A, certification regarding proof of compliance, with the bid. This document must be satisfactorily completed prior to an award of a contract.

**EXHIBIT A**

**ST. CHARLES COUNTY**

**DOMESTIC PRODUCTS PROCUREMENT ACT (BUY AMERICAN)**

The Missouri Domestic Products Procurement Act (34.350-34.359 RSMo) requires that for all bids with a value of \$25,000 or more, the goods or commodities purchased by any public agency (which definition includes all political subdivisions of the State, including counties) or used or supplied in the construction, alteration, repair, or maintenance of any public works must be **manufactured or produced** in the United States. As defined in 34.350 RSMo, United States means the United States of America, the District of Columbia, and all territories and possessions subject to the jurisdiction of the United States. The law also requires that the bidder must provide proof of compliance. **Note: In general, if an import tariff is applied to an item, it does not qualify for the Buy American preference. In addition, Most Favored Nation status does not allow application of the preference.**

**Section A – All Products Are Manufactured or Produced In U.S.**

If all products bid qualify as domestic products under Missouri law, complete only Section A.

I hereby certify that all products qualify as domestic, that the information provided is true and correct, and complies with all provisions of Sections 34.350-34.359 RSMo. I understand that any misrepresentation herein constitutes the commission of a class A misdemeanor pursuant to Section 34.355 of the Revised Statutes of Missouri.
SIGNATURE
COMPANY NAME

**If Section A is completed, do not complete Section B.**

**Section B – Only One Product Line or No Products Are Manufactured or Produced In U.S.**

If only one product line or no products are manufactured or produced in the U.S. complete only section B.

I hereby certify that there is only one product line or no product manufactured or produced in the U.S., that the information provided is true and correct, and complies with all provisions of Sections 34.350-34.359 RSMo. I understand that any misrepresentation herein constitutes the commission of a class A misdemeanor pursuant to Section 34.355 of the Revised Statutes of Missouri.
SIGNATURE
COMPANY NAME

**Section C – Products May Qualify Because of Qualifying Treaty**

If some or all products bid qualify for domestic status because of a trade treaty, etc., then the bidder must identify each product, country and qualifying treaty, etc. below. The bidder must list ALL products which are or may qualify as domestic below. If more space is needed, please copy this form and submit as an attachment.

BID ITEM NUMBER(S)	COUNTRY WHERE MANUFACTURED OR PRODUCED	QUALIFYING TREATY, LAW, AGREEMENT, OR REGULATION

**SECTION C**

I hereby certify that the specific items listed above are domestic, that the information provided is true and correct, and complies with all provisions of Sections 34.350-34.359 RSMo. I understand that any misrepresentation herein constitutes the commission of a class A misdemeanor pursuant to Section 34.355 of the Revised Statutes of Missouri.
SIGNATURE
COMPANY NAME