



RFP #822
PROFESSIONAL, TECHNICAL AND EXPERT SERVICES

Clark County Washington

RELEASE DATE: WEDNESDAY, APRIL 6, 2021
DUE DATE: WEDNESDAY, APRIL 27, 2022 by 1:30 pm

Request for Proposal for:

ASSET and MAINTENANCE MANAGEMENT SYSTEM SOLUTION

SUBMIT:

One (1) Original
One (1) Complete Copy
One (1) Digital Copy on USB Drive

of the Proposal to:

<u>Shipping Method of your Choice or Hand Delivery</u>	<u>United States Postal Service</u>
Clark County ATTN: Office of Purchasing 1300 Franklin Street, 6 th Floor, Suite 650 Vancouver WA 98660 564-397-2323	Clark County ATTN: Office of Purchasing PO Box 5000 Vancouver WA 98666-5000 564-397-2323

Office Hours: 8:00 am – 3:00 pm, Monday – Friday, except Legal Holidays.

No electronic submissions.

****Proposals must be delivered to the Purchasing office – No Exceptions.**

****Proposals must be date and time stamped by Purchasing staff by 1:30 pm on due date.**

Refer Questions to Project Manager:

Grant DeJongh
Business Information Coordinator, Public Works
grant.dejongh@clark.wa.gov
564-397-1682

General Terms and Conditions

ADMINISTRATIVE REQUIREMENTS - Contractors shall comply with all management and administrative requirements established by Washington Administrative Code (WAC), the Revised Code of the State of Washington (RCW), and any subsequent amendments or modifications, as applicable to providers licensed in the State of Washington.

ALL proposals submitted become the property of Clark County. It is understood and agreed that the prospective Proposer claims no proprietary rights to the ideas and written materials contained in or attached to the proposal submitted. Clark County has the right to reject or accept proprietary information.

AUTHORSHIP - Applicants must identify any assistance provided by agencies or individuals outside the proposers own organization in preparing the proposal. No contingent fees for such assistance will be allowed to be paid under any contract resulting from this RFP.

CANCELLATION OF AWARD - Clark County reserves the right to immediately cancel an award if the contractual agreement has not been entered into by both parties or if new state regulations or policy make it necessary to change the program purpose or content, discontinue such programs, or impose funding reductions. In those cases where negotiation of contract activities are necessary, Clark County reserves the right to limit the period of negotiation to sixty (60) days after which time funds may be unencumbered.

CONFIDENTIALLY - Proposer shall comply with all applicable state and federal laws governing the confidentiality of information.

CONFLICT OF INTEREST - All proposals submitted must contain a statement disclosing or denying any interest, financial or otherwise, that any employee or official of Clark County or the appropriate Advisory Board may have in the proposing agency or proposed project.

CONSORTIUM OF AGENCIES - Any consortium of companies or agencies submitting a proposal must certify that each company or agency of the consortium can meet the requirements set forth in the RFP.

COST OF PROPOSAL & AWARD - The contract award will not be final until Clark County and the prospective contractor have executed a contractual agreement. The contractual agreement consists of the following parts: (a) the basic provisions and general terms and conditions, (b) the special terms and conditions, (c) the project description and goals (Statement of Work), and (d) the budget and payment terms. Clark County is not responsible for any costs incurred prior to the effective date of the contract. Clark County reserves the right to make an award without further negotiation of the proposal submitted. Therefore, the proposal should be submitted in final form from a budgetary, technical, and programmatic standpoint.

DISPUTES - Clark County encourages the use of informal resolution to address complaints or disputes arising over any actions in implementing the provisions of this RFP. Written complaints should be addressed to Clark County – Purchasing, P.O. Box 5000, Vancouver, Washington 98666-5000.

DIVERSITY IN EMPLOYMENT AND CONTRACTING REQUIREMENTS - It is the policy of Clark County to require equal opportunity in employment and services subject to eligibility standards that may be required for a specific program. Clark County is an equal opportunity employer and is committed to providing equal opportunity in employment and in access to the provision of all county services. Clark County's Equal Employment Opportunity Plan is available at <http://www.clark.wa.gov/hr/documents.html>. This commitment applies regardless of race, color, religion, creed, sex, marital status, national origin, disability, age, veteran status, on-the-job injury, or sexual orientation. Employment decisions are made without consideration of these or any other factors that are prohibited by law. In compliance with department of Labor Regulations implementing Section 504 of the rehabilitation Act of 1973, as amended, no qualified handicapped individual shall be discriminated against in admission or access to any program or activity. The prospective contractor must agree to provide equal opportunity in the administration of the contract, and its subcontracts or other agreements.

ENVIRONMENTALLY RESPONSIBLE PURCHASING PROGRAM - Clark County has implemented an Environmentally Responsible Purchasing Policy with a goal to reduce negative impacts on human health and the environment. Negative environmental impacts include, but are not limited to, greenhouse gases, air pollution emissions, water contamination, waste from the manufacturing process and waste in packaging. This policy also seeks to increase: 1) water and energy efficiency; 2) renewable energy sources; 3) use of products with recycled content; 4) product durability; 5) use of products that can be recycled, reused, or composted at the end of its life cycle. Product criteria have been established on the Green Purchasing List <https://clark.wa.gov/sites/default/files/dept/files/general-services/Purchasing/ERP%20Policy.pdf>

INDEPENDENT PRICE DETERMINATION - The prospective contractor guarantees that, in connection with this proposal, the prices and/or cost data have been arrived at independently, without consultation, communication, or agreement for the purpose of restricting competition. This does not preclude or impede the formation of a consortium of companies and/or agencies for purposes of engaging in jointly sponsored proposals.

INTERLOCAL AGREEMENT - Clark County has made this RFP subject to Washington State statute RCW 39.34. Therefore, the proposer may, at the proposers option, extend identical prices and services to other public agencies wishing to participate in this RFP. Each public agency wishing to utilize this RFP will issue a purchase order (or contract) binding only their agency. Each contract is between the proposer and the individual agency with no liability to Clark County.

LIMITATION - This RFP does not commit Clark County to award a contract, to pay any costs incurred in the preparation of a response to this RFP, or to procure or contract for services or supplies.

LATE PROPOSALS - A proposal received after the date and time indicated above will not be accepted. No exceptions will be made.

ORAL PRESENTATIONS - An oral presentation may be required of those prospective contractors whose proposals are under consideration. Prospective contractors may be informed that an oral presentation is desired and will be notified of the date, time and location the oral presentation is to be conducted.

OTHER AUDIT/MONITORING REQUIREMENTS - In addition, auditing or monitoring for the following purposes will be conducted at the discretion of Clark County: Fund accountability; Contract compliance; and Program performance.

PRICE WARRANT - The proposer shall warrant that the costs quoted for services in response to the RFP are not in excess of those which would be charged any other individual or entity for the same services performed by the prospective contractor, in a similar socioeconomic, geographical region.

PROTESTS - Must be submitted to the Purchasing Department.

PUBLIC SAFETY - May require limiting access to public work sites, public facilities, and public offices, sometimes without advance notice. The successful Proposer's employees and agents shall carry sufficient identification to show by whom they are employed and display it upon request to security personnel. County project managers have discretion to require the successful Proposer's employees and agents to be escorted to and from any public office, facility or work site if national or local security appears to require it.

REJECTION OF PROPOSALS - Clark County reserves the right to accept or reject any or all proposals received as a result of this RFP, to negotiate with any or all prospective contractors on modifications to proposals, to waive formalities, to postpone award, or to cancel in part or in its entirety this RFP if it is in the best interest of Clark County to do so.

SUBCONTRACTING - No activities or services included as a part of this proposal may be subcontracted to another organization, firm, or individual without the approval of Clark County. Such intent to subcontract shall be clearly identified in the proposal. It is understood that the contractor is held responsible for the satisfactory accomplishment of the service or activities included in a subcontract.

VERBAL PROPOSALS - Verbal proposals will not be considered in making the award of any contract as a result of this RFP.

WORKERS COMPENSATION INSURANCE – The contractor shall comply with R.C.W. Title 51- with minimum coverage limits of \$500,000 for each accident, or provide evidence that State law does not require such coverage.

FOR ALTERNATIVE FORMATS
Clark County ADA Office: V: 564-397-2322
ADA@clark.wa.gov

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Part I Proposal Requirements

Section IA General Information

1. Introduction

The purpose of this RFP is to solicit proposals and quotes for the procurement, installation, implementation, and deployment of a computerized asset and maintenance management system. Such a system must be based on Clark County's system of record, which is its Geographic Information System (GIS). Support for County staff after the successful deployment of the system is also a requirement.

Proposers shall respond to all sections to be considered.

Clark County has made this Request for Proposal subject to Washington State statute RCW 39.34. Therefore, the proposer may, at the proposers' option, extend identical prices and services to other public agencies wishing to participate in this RFP. Each public agency wishing to utilize this proposal will issue a purchase order (or contract) binding only their agency. Each contract is between the proposer and the individual agency with no liability to Clark County.

2. Background

Clark County (hereinafter "the County") is a municipal corporation in southwest Washington, just north of Portland, Oregon, and to the west of the Cascade Mountains. The County includes the cities of Vancouver, Camas, Washougal, La Center, Ridgefield, Battle Ground, Woodland, and Yacolt. The County comprises 656 square miles, including waterfront along the Columbia River. The total population is around 500,000, most of it within the incorporated cities, though there is a substantial unincorporated population in the south and west following the I-5, I-205, and SR 503 corridors between Vancouver and La Center, Ridgefield, and Battle Ground.

Clark County Public Works is responsible for the County's road and transportation system, stormwater facilities, parks and public lands, and fleet, along with the administration and customer service that supports these roles. The County's road system includes around 1,600 lane miles of roadway, and its parks and lands system encompasses over 7,000 acres of land.

The County uses a number of computerized programs to track its assets, maintenance, and inventory. In addition to this, it also uses bespoke databases, spreadsheets, and side-by-side reports for similar purposes. Many of these do not communicate well – if at all – with the County's financial software, Workday, or with its GIS.

The current asset management system is reaching its effective end of life, necessitating replacement. The County aims to use this opportunity to consolidate its numerous systems into a single computerized asset and maintenance management system. This will be used by all of the Public Works Department divisions. The system will be expected to track, manage, and report on inventory, assets, work orders, and workflow in a GIS environment.

The County, due to the short remaining effective life of its current asset management system and to its statutory requirements, cannot afford extended down time of its asset and maintenance management program nor a lengthy implementation process. To that end, it will require out-of-the-box functionality of any new asset and maintenance management system proposed.

3. Scope of Project

The project is the furnishing, installation, implementation, and deployment of a computerized asset and maintenance management system. The successful proposal will address the specific system needs of the County, as detailed in this RFP, as well as the plan for installing software that meets or exceeds the County Information Technology security requirements (see Attachment F) while integrating with the existing County systems that will retain usage, implementation and deployment of the software to the different Public Works divisions, and long-term support of the software selected.

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The proposed asset and maintenance management system should natively interact with the County's GIS, which serves as the system of official record for the County. The existing assets in the GIS should serve as the basis for the asset inventory and all maintenance and inventory records should be recorded against these.

4. Project Funding

Allocation of funds for this RFP will be established based on the funds requested in the selected proposal, upon finalization with the County.

TITLE VI

Clark County, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders that it will affirmatively ensure that any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.

TÍTULO VI

La políza del condado de Clark es garantizar que ninguna persona por motivos de raza, color, origen nacional o sexo según lo dispuesto en el Title VI of the Civil Rights Act de 1964, según enmendada, sea excluida por participar en, ser negado los beneficios de, o ser discriminado por cualquier programa o actividad patrocinada por el condado. Para preguntas relacionadas con el programa de Title VI de Obras Públicas del condado de Clark, o para servicios de interpretación o traducción para personas que no hablan inglés. O para que los materiales estén disponibles en un formato alternativo, comuníquese con el coordinador del Title VI de Obras Públicas del condado de Clark por correo electrónico a CCPW-TitleVI@clark.wa.gov o por teléfono a 564-397-9444. Las personas con problemas de audición / habla pueden llamar a Washington Relay Center al 711.

TITLE VI

For questions regarding Clark County Public Works' Title VI Program, or for interpretation or translation services for non-English speakers, or otherwise making materials available in an alternate format, contact Clark County Public Works' Title VI Coordinator via email at CCPW-TitleVI@clark.wa.gov or phone [564.397.4944](tel:564.397.4944). Hearing/speech impaired may call the Washington Relay Center at 711.

5. Timeline for Selection

The following dates are the **intended** timeline:

Proposals Due	April 27, 2022
Proposal Review/Evaluation Period	April 28 – May 6, 2022
Selection Committee Recommendation	May 9, 2022
Contract Negotiation/Execution	May 10 – June 15, 2022
Contract Intended to Begin	June 27, 2022

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6. Employment Verification
- To be considered **responsive** to any formal Clark County Bid, RFP or Small Works Quote, all vendors shall submit before, include with their response or within **48 hours** after submittal, a recent copy of their E-Verify MOU or proof of pending enrollment. The awarded contractor shall be responsible to provide Clark County with the same E-Verify enrollment documentation for each sub-contractor (\$25,000 or more) within thirty days after the sub-contractor starts work. Contractors and sub-contractors shall provide a report(s) showing status of new employee's hired after the date of the MOU. The status report shall be directed to the county department project manager at the end of the contract, or annually, whichever comes first. E-Verify information and enrollment is available at the Department of Homeland Security web page: www.dhs.gov/E-Verify

How to submit the MOU in advance of the submittal date:

1. Hand deliver to 1300 Franklin St, Suite 650, Vancouver, WA 98660, or;
2. E-mail: koni.odell@clark.wa.gov or priscilla.ricci@clark.wa.gov

Note : Sole Proprietors shall submit a letter stating exempt.

Section IB

Work Requirements

1. Required Services
- The project will require the procurement, installation, implementation, and deployment of a computerized asset and maintenance management system, as well as long-term support for such a system. The system must be offered either as a cloud-based (software as a service) or on-premises solution that meets or exceeds the County Information Technology security requirements (see Attachment F). The system shall be tried and true and well-known within the industry, and it shall have an established user base in Washington state or the Portland-metro area.

The proposing firm, in addition to providing the software and services described above, shall also provide coordination and project management for the entirety of this project, This shall include, but not be limited to, facilitating meetings with County staff; preparing progress reports and other reports as determined in the final scope of work; submitting invoices to County staff for payment; and providing continual administrative support throughout the project.

2. County Performed Work
- Clark County will perform internal project coordination for the installation, integration, implementation, and deployment of the asset and maintenance management system from the County's side. This work may include scheduling staff time, training, and meetings; communication with the proposing firm; receiving invoices and processing payments; project oversight; and other actions associated with project management.

Clark County will provide the hardware, as needed and based on the specifications provided by the successful proposing firm, for the installation and implementation of the selected system and will work with the proposing firm on successful installation, integration, implementation, and deployment. The County, with input from the proposing firm will further develop the processes and procedures for the use of the system. The County will submit requests or reach out to long-term support during the post-year one term of the contract.

3. Deliverables & Schedule
- The successful proposing firm shall provide a computerized asset and maintenance management system meeting the specifications provided herein. Furthermore, the successful proposing firm shall, with the County's oversight and assistance, install, integrate, implement, and deploy the system for use by the Public Works divisions, including providing workflow assistance and training. Finally, the successful proposing firm shall provide a means of long-term support for the system after its full deployment.

The County is on a restricted timeline due to the end-of-effective-life of its current asset management system. The County is committed to working with the successful proposing firm to

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expedite the final deployment of the proposed system.

The final project schedule will be negotiated with the successful proposing firm. Below is a rough guideline for project deliverables:

Contract begins, kick-off meeting	Late June, early July 2022
IT, GIS coordination for system install	July 2022
System installation and integration	August 2022
Staff demonstrations, workflow, training	August 2022 – Deployment
Staggered deployment	Late August 2022 – March 2023
Initial support	August 2022 – December 2023
Long-term support	January 2024 – December 2027

Division order for staggered deployment schedule to be determined.

4. Place of Performance
Generally, contract performance may take place in the County’s facilities, the proposing firm’s facility, a third-party location, or any combination thereof. Specifically, the installation, integration, implementation, and deployment are anticipated to occur at the County’s facilities, but each may vary depending on the proposal (e.g., cloud-based solutions).

5. Period of Performance
A contract awarded as a result of this RFP will be for supply, installation, implementation, deployment, upgrades and long-term support of a computerized asset and maintenance management system and is intended to begin on July 1, 2022 and end December 31, 2027.

Clark County reserves the right to extend the contract resulting from this RFP for a period of fifteen (15) additional years, in five (5) year increments, with the same terms and conditions, by service of a written notice of its intention to do so prior to the contract termination date.

Clark County reserves the right to extend the contract past this period if required for upgrades and long-term support.

6. Prevailing Wage (When Applicable)
As of July 1, 2019, it is required that contractors meet the new requirements for Prevailing Wage and public works requirements, per RCW 39.04.350. Proposer shall be either exempt, by having a valid Washington business license for three years or more and completed three or more public works projects or received and completed training on prevailing wage and public works requirements.

Pursuant to State of Washington RCW 39.12, all payment for salaries and wages shall conform to State of Washington Department of Labor and Industries as prevailing wage rates. For this project select the Clark County rates that apply on the proposal closing date from either of these sites:

<http://www.wsdot.wa.gov/Design/ProjectDev/WageRates/default.htm>

<http://www.lni.wa.gov/TradesLicensing/PrevWage/WageRates>

Before payment is made by the Local Agency of any sums due under this contract, the Local Agency must receive from the Contractor and each Subcontractor a copy of "Statement of

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Intent to Pay Prevailing Wages" (Form L & I Number 700-29) approved by the Washington State Department of Labor and Industries.

A fee of \$45.00 per each "Statement of Intent to Pay Prevailing Wages" and "Affidavit of Wages Paid" is required to accompany each form submitted to this Department of Labor and Industries. The Contractor is responsible for payment of these fees and shall make all applications directly to the Department of Labor and Industries. These fees shall be incidental to all the proposed items of this contract.

7. Debarred/Suspended Federally or Washington State debarred or suspended suppliers may not participate in this Request for Proposal.

All proposer's must fill out, sign and submit the "Certification Regarding Debarment, Suspension, and Other Responsibility Matter" form with their proposal to be eligible to participate.

8. Public Disclosure This procurement is subject to the Washington Public Records Act (the "Act"), chapter 42.56 RCW. Once in the County's possession, all of the RFP Submittals shall be considered public records and available for public records inspection and copying, unless exempt under the Act.

If a Respondent or Proposer considers any portion of an RFP Submittal to be protected under the law, whether in electronic or hard copy form, the Respondent or Proposer shall clearly identify each such portion with the word "PROPRIETARY". The County will notify the Respondent or Proposer in writing of the request and allow the Respondent or Proposer ten (10) days to obtain a court order enjoining release of the record(s). If the Respondent or Proposer does not take such action within the ten (10) day period, the County will release the portions of the RFP Submittal deemed subject to disclosure. All Respondents and Proposers who provide RFP Submittals for this procurement accept the procedures described above and agree that the County shall not be responsible or liable in any way for any losses that the party may incur from the disclosure of records to a third party who requests them.

9. Insurance/Bond
- A. Waiver of Subrogation
All insurance coverage maintained or procured pursuant to this agreement shall be endorsed to waive subrogation against County, its elected or appointed officers, agents, officials, employees and volunteers or shall specifically allow Contractor or others providing insurance evidence in compliance with these specifications to waive their right of recovery prior to a loss. Contractor hereby waives its own right of recovery against County and shall require similar written express waivers and insurance clauses from each of its subcontractors.

B. Proof of Insurance
Proof of Insurance shall be provided prior to the starting of the contract performance. Proof will be on an ACORD Certificate(s) of Liability Insurance, which the Proposer shall provide to Clark County. Each certificate will show the coverage, deductible and policy period. Policies shall be endorsed to state that coverage will not be suspended, voided, canceled or reduced without a 30-day written notice by mail. It is the Proposer's responsibility to provide evidence of continuing coverage during the overlap periods of the policy and the contract.

C. Worker's Compensation
As required by the industrial insurance laws of the State of Washington.

D. Automobile
If the proposing firm or its employees use motor vehicles in conducting activities under this Contract, liability insurance covering bodily injury and property damage shall be provided by the

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proposing firm through a commercial automobile insurance policy. The policy shall cover all owned and non-owned vehicles. Such insurance shall have minimum limits of \$1,000,000 per occurrence, combined single limit for bodily injury liability and property damage liability with a \$1,000,000 annual aggregate limit. If the proposing firm does not use motor vehicles in conducting activities under this Contract, then written confirmation to that effect on proposing firm's letterhead shall be submitted by the proposing firm.

E. Commercial General Liability (CGL) Insurance written under ISO Form CG0001 or its latest equivalent with minimum limits of \$1,000,000 per occurrence and in the aggregate for each one-year policy period. Personal and Advertising Injury \$1,000,000 and General Aggregate \$1,000,000. This policy will renew annually. This coverage may be any combination of primary, umbrella or excess liability coverage affording total liability limits of not less than \$1,000,000 per occurrence and in the aggregate. However, if other policies are added they must be a follow-form policy in language, renewal date, and have no more exclusions than the underlying coverage. Products and Completed Operations coverage shall be provided for a period of three years following Substantial Completion of the Work. The deductible will not be more than \$50,000 unless prior arrangements are made with Clark County on a case-by-case basis; the criterion is the Contractor's liquidity and ability to pay from its own resources regardless of coverage status due to cancellation, reservation of rights, or other no-coverage-enforce reason. Coverage shall not contain any endorsement(s) excluding nor limiting Product/Completed Operations, Contractual Liability or Cross Liability. Clark County needs to be listed as additional insured.

F. Professional Liability/Cyber Liability

The Proposer shall obtain, at Proposer's expense, and keep in force during the term of this contract Professional Liability insurance policy to protect against legal liability arising out of contract activity. Such insurance shall provide a minimum of \$1,000,000 per occurrence. The deductible will not be more than \$25,000 unless prior arrangements are made with Clark County on a case-by-case basis; the criterion is the Proposer's liquidity and ability to pay from its own resources. It should be an "Occurrence Form" policy. If the policy is "Claims Made", then Extended Reporting Period Coverage (Tail coverage) shall be purchased for three (3) years after the end of the contract.

G. Umbrella Liability Coverage

Umbrella Coverage in the amount of \$1,000,000 shall be provided and will apply over all liability policies without exception, including Commercial General Liability and Automobile Liability. All policies must have a Best's Rating of A-VII or better.

H. Additional Insured

Clark County, its officers, employees and agents, will be named on all policies of contractor and any subcontractors as an additional insured, with no restrictions or limitations concerning products and completed operations. This coverage shall be primary coverage and noncontributory to any coverage maintained by Clark County. The contractor shall provide Clark County with verification of insurance and endorsements required by this agreement. Clark County reserves the right to require complete, certified copies of all required insurance policies at any time. All insurance shall be obtained from an insurance company authorized to do business in the State of Washington.

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10. Plan Holders List All proposers are required to be listed on the plan holders list.

- ✓ Prior to submission of proposal, please confirm your organization is on the Plan Holders List below:

To view the Plan Holders List, please click on the link below or copy and paste into your browser.
Clark County RFP site: <https://clark.wa.gov/internal-services/purchasing-overview>

- If your organization is NOT listed, submit Attachment B - Letter of Interest to ensure your inclusion.
- Proposals received by Clark County by proposers not included on the Plan Holders List may be considered non-responsive.

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Part II Proposal Preparation and Submittal

Section IIA

Pre-Submittal Meeting / Clarification

1. Pre-Submittal Meeting
2. Proposal Clarification

There are no plans to hold a pre-submittal meeting.

Questions and Requests for Clarification regarding this Request for Proposal must be directed in writing, via email, to the person listed on the cover page.

The deadline for submitting such questions/clarifications is April 20, 2022 by 10:00 am.

An addendum will be issued no later than April 21, 2022 to all recorded holders of the RFP if a substantive clarification is in order.

The Questions & Answers/Clarifications are available for review at the link below. Each proposer is strongly encouraged to review this document prior to submitting their proposal.

Clark County RFP site: <https://clark.wa.gov/internal-services/request-proposal-1>

Section IIB

Proposal Submission

1. Proposals Due

Sealed proposals must be received no later than the date, time and location specified on the cover of this document.

The outside of the envelope/package shall clearly identify:

- 1. RFP Number and;**
- 2. TITLE and;**
- 3. Name and Address of the Proposer.**

Responses received after submittal time will not be considered and will be returned to the Proposer - unopened.

Proposals received with insufficient copies (as noted on the cover of this document) cannot be properly disseminated to the Review Committee and other reviewers for necessary action, therefore, may not be accepted.

2. Proposal

Proposals must be clear, succinct and not exceed fifteen (15) pages, excluding resumes, E-Verify, Attachment E and F and coversheet. Proposer's who submit more than the pages indicated may not have the additional pages of the proposal read or considered.

For purposes of review and in the interest of the County, the County encourages the use of submittal materials (i.e. paper, dividers, binders, brochures, etc.) that contain post-consumer recycled content and are readily recyclable.

The County discourages the use of materials that cannot be readily recycled such as PVC (vinyl) binders, spiral bindings, and plastic or glossy covers or dividers. Alternative bindings such as reusable/recyclable binding posts, reusable binder clips or binder rings, and recyclable cardboard/paperboard binders are examples of preferable submittal materials.

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Proposers are encouraged to print/copy on both sides of a single sheet of paper wherever applicable; if sheets are printed on both sides, it is considered to be two pages. Color is acceptable, but content should not be lost by black-and-white printing or copying.

All submittals will be evaluated on the completeness and quality of the content. Only those Proposers providing complete information as required will be considered for evaluation. The ability to follow these instructions demonstrates attention to detail.

Additional support documents, such as sales brochures, should not be included with each copy unless otherwise specified.

Section IIC

Proposal Content

1. Cover Sheet

This form is to be used as your proposal Cover Sheet.
See Cover Sheet - Attachment A

2. Project Team

The project team roster shall include a project manager/team lead who will be overseeing the installation, integration, implementation, and deployment of the selected software solution at Clark County. In addition, the roster shall list the specific staff positions that will be involved in the project, their roles with respect to the project, and an organization framework listing each staff position. The roster shall also provide the staff positions involved in long-term support for the selected software.

If long-term support is to be provided by a firm other than the proposing firm, a similar organizational framework as above shall be provided.

If the proposing firm is not the developer of the software, then staff positions for the developer shall be provided, as well. This shall include, at minimum, a point-of-contact for contract and account management, as well as a technical support contact.

3. Management Approach

The proposing firm shall illustrate their plan for managing the project tasks, ensuring that the project stays on schedule, and correcting delays or problems as they arise. This may reference the project team roles, above, the proposed schedule, expected pain points, and general management practices. The proposing firm may further illustrate the application of this management style in the examples used to illustrate the respondent's capabilities, below.

4. Respondent's Capabilities

The proposing firm shall provide no fewer than three (3) and no more than five (5) examples of similar projects for municipal governments. Details of the challenges and goals of the municipalities, the selected solution, the deployment process, and an after-action assessment should be provided. Specific consideration will be given to examples utilizing the same partners, if any, listed in the proposal, as well as examples from Washington state or the Portland metro-area.

The proposing firm should also include a completed Attachment E, Product Checklist. This will not count towards the 15 pages.

Request for Proposal #822

Asset and Maintenance Management System Solution

5. Project Approach and Understanding
- The proposing firm shall provide a general description of the software to be used. This can take the form of a white paper, manual, or other similar document. The software shall be offered either as a cloud-based solution (software as a service) or as an on-premises server solution. All necessary modules, add-ons, hardware, internet connection requirements, and other items necessary to implement the proposal shall be called out.
- The frequency of software updates, in general, should be identified. If the proposed system is a cloud-based system, the location of attached files, bandwidth, and storage capacity, along with all associated pricing for increases to the above, should be identified. Furthermore, if there is reimbursement for system outages not the fault of the County, this should be called out.
- The proposing firm shall generally outline their plan for the implementation of their proposed solution, including integration with the existing GIS and staggered deployment to the Public Works divisions. Rough scheduling, to be refined as part of the negotiation process, shall also be provided. Due to the strict timeline the County will need to follow, out-of-the-box usability is a crucial element and will be heavily considered.
6. Proposed Cost
- The total cost to implement the project, as proposed, shall be provided. Additionally, the initial price of the software shall be identified.
- Proposed annual costs for the software license, data storage and management (if applicable), product and deployment support, and other recurring services shall be separately identified.
- If the software selected by the proposing firm can be deployed as a cloud-based system or on-premises, the proposing firm may identify this and offer separate costs for either implementation, as long as each is supported by their proposal.
7. Employment Verification
- Please refer to section 1A.6. – E-Verify**
- IMPORTANT NOTE:** Include this portion of the response immediately **AFTER** the cover page, if not already on file with Clark County. Current vendors on file can be viewed at: <https://clark.wa.gov/internal-services/purchasing-overview>

Request for Proposal #822

Asset and Maintenance Management System Solution

Part III Proposal Evaluation & Contract Award

Section IIIA

Proposal Review and Selection

1. Evaluation and Selection:

Proposals received in response to this RFP will be evaluated by a Review Committee. The Committee's review will be presented to the Public Works Director, who will present the results, as well as the recommended course of action, to the Clark County Council.

The Review Committee will review and evaluate each responsive Proposal received to determine the proposer's ability to meet the requirements based on the following criteria:

- Proposal Approach / Quality
- Prior Work Experience / Examples
- Product Functionality, Security, and Capacity for GIS Integration
- Out of Box Functionality
- Long-Term Support Proposal
- Cost

The top three proposers scoring the highest will be asked to provide demonstrations and references to complete the evaluation. If only two proposers are scored highest, they will provide demonstrations and references to complete the evaluation.

Clark County Public Works reserves the right to waive the product demonstration if the top proposer(s) has/have provided demonstration within the past six (6) months.

2. Evaluation Criteria Scoring

Each proposal received in response to the RFP will be objectively evaluated and rated according to a specified point system.

A one hundred (100) point system will be used, weighted against the following criteria:

Proposal Approach / Quality	15
Prior Work Experience / Examples	15
Product Functionality, Security, and Capacity for GIS Integration	20
Out-of-box Functionality	15
Long-Term Support Proposal	10
Cost	5
Product Demonstration / References	20
Total Points	100

Request for Proposal #822

Asset and Maintenance Management System Solution

Section IIIB

Contract Award

1. Consultant Selection The County will determine the most qualified proposer based on the evaluation criteria listed using predetermined weights and the overall responsiveness of the Proposal. If the County does not reach a favorable agreement with the top Proposer, the County shall terminate negotiations and commence negotiations with the next qualified top Proposer. If the County is unable to reach agreeable terms with either Proposer, they may opt to void the RFP and determine next steps.

2. Contract Development The proposal and all responses provided by the successful Proposer may become a part of the final contract.

The form of contract shall be the County's Contract for Professional Services, an example of which can be found in Attachment D.

3. Award Review The public may view proposal documents by public records request at www.clark.wa.gov . After contract execution, proposers may seek additional clarification on the scores, proposals and interviews.

4. Orientation/Kick-off Meeting Following award of the contract, the County will schedule a meeting with the successful proposing firm and County staff from the Public Works, GIS, and Information Technology departments. Together, a schedule for installation, integration, implementation, and deployment will be determined. It is the intention of the County to adopt a staggered approach to deployment, with different divisions within Public Works beginning use of the system at different times.

The meeting will be scheduled by the County's project manager, the Business Information Coordinator.

The proposed meeting between County staff and the successful proposing firm will be between June 27 and July 8, 2022.

**Request for Proposal #822
Asset and Maintenance Management System Solution**

Attachment A: COVER SHEET

General Information:

Legal Name of Proposing Firm _____

Street Address _____ City _____ State _____ Zip _____

Contact Person _____ Title _____

Phone _____ Fax _____

Program Location (if different than above) _____

Email Address _____

Tax Identification Number _____

ADDENDUM:

Proposer shall acknowledge receipt of Addenda by checking the appropriate box(es).

None 1 2 3 4 5 6

NOTE: Failure to acknowledge receipt of Addendum may render the proposal non-responsive.

I certify that to the best of my knowledge the information contained in this proposal is accurate and complete and that I have the legal authority to commit this agency to a contractual agreement. I realize the final funding for any service is based upon funding levels, and the approval of the Clark County Council and required approvals.

Authorized Signature of Proposing Firm

Date

Printed Name

Title

**Request for Proposal #822
Asset and Maintenance Management System Solution**

Attachment B: LETTER OF INTEREST

Legal Name of Applicant Agency _____

Street Address _____

City _____ State _____ Zip _____

Contact Person _____ Title _____

Phone _____ Fax _____

Program Location (if different than above) _____

Email Address _____

- All proposers are required to be included on the plan holders list.
- If your organization is NOT listed, submit the ‘Letter of Interest’ to ensure your inclusion.

Email Letter of Interest to: Koni.Odell@clark.wa.gov and Priscilla.Ricci@clark.wa.gov

Clark County web link: <https://clark.wa.gov/internal-services/request-proposal-1>

This document will only be used to add a proposer to the plan holders list. Submitting this document does not commit proposer to provide services to Clark County, nor is it required to be submitted with proposal.

Proposals may be considered non-responsive if the Proposer is not listed on the plan holders list.

**Request for Proposal #822
Asset and Maintenance Management System Solution**

Attachment C



Clark County, Washington

**Certification Regarding
Debarment, Suspension and Other Responsibility Matters**

The prospective participant certifies to the best of its knowledge and belief that it and its principals:

- (a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
- (b) Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- (c) Are not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and
- (d) Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State, or local) terminated for cause or default.

I understand that a false statement on this certification may be grounds for rejection of this proposal or termination of the award. In addition, under 18 USC Sec. 1001, a false statement may result in a fine of up to \$10,000 or imprisonment for up to 5 years, or both.

Typed Name & Title of Authorized Representative

Signature of Authorized Representative

Date

I am unable to certify to the above statements. My explanation is attached.

SAMPLE CONTRACT ONLY

Clark County, Washington

Contract Name

(For example Contract for Analysis of Rural Land Bank Potential with Jones Consulting)

Solicitation No. _____

*(the Purchase Order in Workday, or the name and number of your bid/small works quote/rfp
(i.e. Rural Land Bank RFP 674))*

THIS CONTRACT, entered this _____ day of _____ YEAR, by and between CLARK COUNTY, after this called "County," a political subdivision of the State of Washington, and (***)Insert Vendor Name), after this called "Contractor."

WITNESSETH

WHEREAS, the Contractor has been chosen through a competitive process by the County (RFP # XXX/or appropriate procurement method)) and has the expertise to provide services for Clark County and to perform those services more particularly set out in the proposal attached hereto and incorporated herein by this reference as Exhibit A.

WHEREAS, Clark County does not have available staff to provide such services for the benefit of the services of Clark County, NOW, THEREFORE,

THE COUNTY AND THE CONTRACTOR MUTUALLY AGREE AS FOLLOWS:

1. Services. The Contractor shall perform services as set forth in Exhibit A.
2. Time. The contract shall be effective beginning (insert beginning date) and ending (insert ending date). These dates must be the same you put inside your RFP. Are there extensions available? They must be listed here also, and they must be the same a you listed in your RFP.

3. Compensation. County shall pay the Contractor for performing said services upon receipt of a written invoice according to the schedule set forth in Exhibit B, which is attached hereto and incorporated herein by this reference. The parties mutually agree that in no event may the amount billing exceed (the dollar amount in Exhibit "B") without prior approval of the

County.

4. Termination. The County may terminate this Contract immediately upon any breach by Contractor in the duties of Contractor as set forth in Contract. The waiver by the County of one or more breaches shall not be construed as a waiver of any subsequent breach or breaches. Either party may terminate this Contract without cause upon ninety (90) days prior written notice. Further, County may terminate this Contract upon immediate notice to Contractor in the event that the funding for the project ceases or is reduced in amount. The Contractor will be reimbursed for services expended up to the date of termination. Within fourteen (14) days of any termination the Contractor will provide all work products and working documents developed within the effective term of the contract.

5. Independent Contractor. The Contractor shall always be an independent Contractor and not an employee of the County and shall not be entitled to compensation or benefits of any kind except as specifically provided herein.

6. Indemnification / Hold Harmless. The Consultant shall defend, indemnify and hold the County, its officers, officials, employees and volunteers harmless from any and all claims, injuries, damages, losses or suits including attorney fees, arising out of or resulting from the negligent acts, errors or omissions of the Consultant in performance of this Contract, except for injuries and damages caused by the sole negligence of the County. Should a court of competent jurisdiction determine that this Contract is subject to RCW 4.24.115, then, in the event of liability for damages arising out of bodily injury to persons or damages to property caused by or resulting from the concurrent negligence of the Consultant and the County, its officers, officials, employees, and volunteers, the Consultant's liability, including the duty and cost to defend, hereunder shall be only to the extent of the Consultant's negligence. It is further specifically and expressly understood that the indemnification provided herein constitutes the Consultant's waiver of immunity under Industrial Insurance, Title 51 RCW, solely for the

purposes of this indemnification. This waiver has been mutually negotiated by the parties. The provisions of this section shall survive the expiration or termination of this Contract.

7. Wage and Hour Compliance. Contractor shall comply with all applicable provisions of the Fair Labor Standards Act and any other legislation affecting its employees and the rules and regulations issued thereunder insofar as applicable to its employees and shall always save County free, clear and harmless from all actions, claims, demands and expenses arising out of said act and the rules and regulations that are or may be promulgated in connection therewith.

8. Social Security and Other Taxes. The Contractor assumes full responsibility for the payment of all payroll taxes, use, sales, income or other form of taxes, fees, licenses, excises, or payments required by any city, federal or state legislation that is now or may during the term of this Contract be enacted as to all persons employed by the Contractor in performance of the work pursuant to this Contract and shall assume exclusive liability therefore, and meet all requirements thereunder pursuant to any rules and regulations that are now and may be promulgated in connection therewith.

9. Contract Documents: Contract documents consist of this Contract, Exhibit A, a scope of work which consists of a proposal based on (bid, quote, RFP & #, (i.e. RFP #675), and Exhibit B, budget documents. (add in additional Exhibits if needed). If there is a conflict between the provisions of these documents, the provisions of this Contract shall control.

10. Equal Employment Opportunity: The Contractor will not discriminate against any employee or applicant for employment because of race, color, religion, gender, gender identity, sexual orientation, age, disability, marital status or national origin.

11. Changes: County may, from time to time, require changes in the scope of the services to be performed hereunder. Such changes including any increase or decrease in the amount of the Contractor's compensation which are mutually agreed upon by and between County and the Contractor, shall be in writing, signed by both parties and incorporated in the written amendments to the Contract.

12. Public Records Act: Notwithstanding the provisions of this Contract to the contrary, to the extent any record, including any electronic, audio, paper or other media, is required to be kept or indexed as a public record in accordance with the Washington Public Records Act, RCW Chapter 42.56, as may hereafter be amended, Contractor agrees to maintain all records constituting public records and to produce or assist Clark County in producing such records, within the time frames and parameters set forth in state law. Contractor further agrees that upon receipt of any written public record request, Contractor shall, within two business days, notify Clark County by providing a copy of the request to the Clark County Public Records Officer/**Department of ?**.

13. Governing Law. This Contract shall be governed by the laws of the State of Washington. Venue for any litigation shall be in accordance with RCW 36.01.050.

14. Confidentiality. With respect to all information relating to County that is confidential and clearly so designated, the Contractor agrees to keep such information confidential.

15. Conflict of Interest. The Contractor covenants that it has had no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of services hereunder. The Contractor further covenants that no person having such interest shall be employed by it or shall perform services as an independent

contractor with it, in the performance of this contract.

16. Liability Insurance. The contractor specifically confirms and warrants that it has errors and omissions liability insurance with minimum limits of \$500,000 per occurrence and in the aggregate for each one-year period. Failure to provide proof of insurance within three (3) business days upon demand by the County is agreed by both parties to be a material breach of his Contract and may result in termination of this Contract pursuant to Paragraph four (4) above.

17. Consent and Understanding. This Contract contains a complete and integrated understanding of the Agreement between the parties and supersedes any understandings, contract, or negotiations, whether oral or written, not set forth herein or in written amendments hereto duly executed by both parties.

18. Severability. If any provision of this contract is held invalid, the remainder would then continue to conform to the terms and requirements of applicable law.

IN WITNESS THEREOF, County and the Contractor have executed this Contract on the date first above written.

Signatory blocks, use the signatories that apply based on the size of the contract and funding sources and your department.

County Manager signature block

CLARK COUNTY

(COMPANY – INC, LLC, CORP, ETC)

, County Manager

By

Printed Name

Title

Approved As To Form Only:
ANTHONY F. GOLIK
Prosecuting Attorney

By _____
Deputy Civil Prosecutor

County Council signature block IF NEEDED

COUNTY COUNCIL
CLARK COUNTY, WASHINGTON

Attest:

Clerk to the Council

By: _____
, Chair

Approved as to Form Only:
Anthony F. Golik
Prosecuting Attorney

By: _____
, Councilor

By _____
Deputy Civil Prosecutor

By: _____
, Councilor

By: _____
, Councilor

By: _____
, Councilor

ATTACHMENT E – Product Checklist

This Product Checklist provides the proposing firm with a cursory way to demonstrate that the product proposed in their solution will meet the County’s requirements. Please review this list carefully and mark each item that the proposed product meets or exceeds in the column to the right.

This list will be used in the analysis of the submitted proposals by the review committee. Failure of a given product to meet all of the items on this list may not result in disqualification; this is intended to help provide a comparison of different products.

ASSET TRACKING	PRODUCT MEETS OR EXCEEDS?
Integrate with Clark County GIS (ESRI)	
Asset-to-asset relations (hierarchy, parent-child, asset grouping)	
Detail asset features, <i>e.g.</i> : -Department -Class -Type -Criticality -Condition -Status	
Select, specify, or modify information regarding asset, <i>e.g.</i> : -Location reference -Purchase, in-service dates -Cost -Funding source -Performance measures -Procedures -Replacement information -Required maintenance -Replacement cost estimation, including inflation -Linking to external documentation (<i>e.g.</i> , warranties, manuals) -Parts, fuels, materials incorporated/used	
Analyze asset information, <i>e.g.</i> : -Analysis of any of the above asset information -Projected remaining life of asset -Deficiency -Consequences of deferred maintenance	
Create assets or asset classes by importing external data	
User-defined numbering, categorization	
Pull information from external sources for analysis	
Record asset removal/replacement in system	
Attach external records (photographs, PDFs, <i>etc.</i>) to asset records	

INVENTORY TRACKING	PRODUCT MEETS OR EXCEEDS?
User-defined fields and metrics, <i>e.g.</i> : -Unit of measure -Unit cost -Unit consumption (<i>e.g.</i> , fuel) -Re-order point -Vendor -Location	
User-defined standard parts, <i>e.g.</i> : -Manufacturer -Part number -Serial number -Min/max levels -"Or similar" items	
Record and track inventory, small parts, tools, <i>etc.</i> , and attach them to work orders	
Support last-in, first-out inventory evaluation	
Perform inventory cycle checks, spot checks, and comparison to work orders	
Allow for inventory mark-up	
Allow inventory return from work order	
Allow inventory purchase requests from work orders	
Alerts when stock reaches minimum thresholds	
REPORTING	PRODUCT MEETS OR EXCEEDS?
Full integration with Workday	
User-defined tracking and reporting of: -Assets -Inventory -Maintenance, including use of assets/inventory by work order -Work history -Usage of assets/inventory -Each of the above against one another -Asset functionality/performance -Asset/inventory log-in, log-out	
Asset performance curves for life cycle analysis	
Metadata audit on changes, import, writing back to GIS	
Availability/downtime reporting for assets	
GPS and telematics integration and reporting	
Asset/inventory valuation/remaining valuation	
Data displayed as user-defined dashboards for summary- and operational-level use	

MAINTENANCE MANAGEMENT and WORK ORDERS	PRODUCT MEETS OR EXCEEDS?
Permission level-based work order system	
User-defined service request system; fields should include: -Request source -Request type -Location -Priority -Status	
User-defined inspection system; fields should include: -Criteria -Type -Priority -Status -Result type (pass/fail or other defined value)	
Full integration with inventory, asset system, <i>e.g.</i> : -Materials used -Individual or group assigned -Equipment used -Automatic update of asset status	
Work order assignment to groups or individuals set up in system	
New work orders can be created from existing work orders or service requests	
Work order modification based on permissions and status of work order	
Notification on mobile applications of new/emergency work orders	
Work order system completely integrated into map framework	
Maintenance procedures or SOPS can be incorporated for work orders	
View maintenance procedures/instructions while offline	
User-defined minimum requirements for work order submission	
Work orders can be automatically generated based on user-defined periodic or input value trigger (<i>e.g.</i> , lawn mowing monthly, oil change after 5,000 miles)	
Start and completion dates for tasks, including listing of overdue tasks	
Identify asset for work order with mobile app through use of GPS (auto-locate)	
Total cost breakdown associated with work order	

SYSTEM NEEDS (variable depending on cloud-based (SaaS) or on-premises proposal)	PRODUCT MEETS OR EXCEEDS?
Change management controlled by County	
Data ownership retained/accessible by County at all times	
Supports and is compatible with ESRI/ArcGIS 10.6.1 (point, line, polygon support in SQL Microsoft geometry)	
Mobile usage to include, but not be limited to: -Map viewing and asset selection -Work order creation, viewing, and processing -Inventory review -Asset addition	
Off-line use capacity with auto-update once back online, including: -Map usage -Work order usage -Maintenance procedure usage	
Up-to-date and context-sensitive Help function for all levels of user	
Open API infrastructure	
Admin-defined "Required" and "Optional" fields	
Interactive GIS/mapping selection, work order generation, reporting	
Data export in, <i>e.g.</i> : -CVS -XLSX -PDF	
Multiple input options: -RFID -Barcode/QR scanner -GPS	
Ability to perform wildcard searches	
Customizable user interface	
Runs on County's existing VMWare environment on Windows Server 2012 or above virtual machines	
CLOUD ONLY: Proposing firm will participate and successfully pass a Clark County Information Technology SaaS review	
ON-PREMISES ONLY: Components run on Microsoft SQL Server 2012 or above	
ON-PREMISES ONLY: Desktop application client, if applicable, is compatible with Windows 10 Pro	

Third Party Cyber Security Questionnaire

This questionnaire is used to assess the control environment of a third party that may handle, store or process sensitive data provided to them by Clark County. This questionnaire is one component of Clark County's ongoing due diligence and risk management process. This review will evaluate if proper information security controls are in place at the third party location in order to protect the confidentiality, integrity and availability of data.

INSTRUCTIONS

- 1) Complete the "Business Information" tab.
- 2) Answer all questions on the "Cyber Security Questions" tab.
- 3) If applicable, answer all questions on the "Data center" tab.

All answers and supporting documentation will be reviewed by Clark County's Security Committee, who may request further clarification. If Clark County enters into an agreement with you, some or all of the information provided in response to these questions may be incorporated into the agreement. The agreement will also contain a representation by you that all such information is accurate and complete as of the date you are signing the agreement and that no changes are planned as of such date except as specifically set forth in the agreement.

Business Information

Responders Name	
Responders Job Title	
Date of Response	
Clark County may have follow up questions to your responses. Please provide the name, email and phone of the person we should contact for more information.	
Company Profile	
Company name	
Location of data	
Location(s) where scoped systems and data is stored	
Name of third party data center, if applicable	
Provide location	
Name of any other location(s) where scoped system and data is stored	

ISO 27002:2013 Control Family	Questions	Responses
Physical and Environmental Security	Describe what physical security controls are deployed to protect your corporate and data center operation facilities.	
Physical and Environmental Security	Describe the organization's approach to ensuring storage media is wiped and/or destroyed prior to disposal and/or reuse.	
Physical and Environmental Security	Describe policies and controls in place for securing and protecting unattended infrastructure devices and network connections.	
Ops Security	How are the development, test, and production environments separated? What is the process for introducing changes to the environment? Please address how changes are planned and tested; this should include hardware, software, and configuration changes.	
Ops Security	What controls are in place to prevent malicious code from executing on information systems? Describe the approach to both prevention and detection of successful execution.	
Ops Security	Describe your organization's service and data backup strategy? When was your last successful test recovery of that environment?	
Ops Security	What kind of audit and event logs are being stored and reviewed? In your answer please address: What constitutes an event What systems are included	
Ops Security	How are audit logs protected and stored? Do they include authorization and access authentication logs?	
Ops Security	What tampering prevention and detection controls are in place over log collection systems?	
Ops Security	How are SysAdmin/operator actions and sessions monitored and reviewed on a regular basis?	
Ops Security	What are the controls in place to control and manage the installation and modification of installed software?	
Ops Security	Describe the process in place to handle vulnerability discovery and management? Please be sure to include how endpoint or "client-side" vulnerabilities are included in the process.	
Ops Security	What policies exist governing the installation of software by non-admin users on company assets? For this question, please focus on local administration privileges on end-user devices and software.	

Communication Security	Please describe control and monitoring systems in place to protect the information residing within your system. Scope should include mechanisms such as IDS and IPS systems.	
Communication Security	What controls are in place to ensure confidentiality and availability of inbound and outbound data?	
Communication Security	Describe how systems, applications and processes are segregated from each other to ensure data integrity and confidentiality.	
System Acquisition, Development, and Management	How are modifications to installed systems and software monitored, restricted, and controlled?	
System Acquisition, Development, and Management	Please indicate whether or not an Enterprise Information Security Policy exists within the organization and what frameworks went into the development?	
System Acquisition, Development, and Management	How is security testing conducted during the development of an application or piece of software?	
Information Security Incident Management	Describe your organization's approach how information security incidents/events are reported.	
Information Security Incident Management	Describe the incident response plan's process flow from initial incident reporting to closure.	
Human Resource Security	Describe your organization's background screening process as it pertains to employees, contractors, consultants, etc. .	
Human Resource Security	Describe the organization's approach to providing information security awareness training to all users of their corporate network (employees, contractors, consultants etc.)	
Asset Management	Describe how the organization maintains an hardware inventory of all the devices on the network.	
	Describe how the organization maintains an software inventory of all the software that is allowed for use on the network.	
Asset Management	Describe how the organization controls and manages the use of removable media on the network.	
Access Control	Describe how the organization's Access Control policy is utilized in the provisioning and de-provisioning of access to their information systems.	
Access Control	Describe how the organization establishes the appropriate levels of access for its users.	
Access Control	Describe the approval process for granting privileged access.	
Access Control	Describe the organization's password reset procedures.	
Access Control	Describe the organization's approach to user access reviews.	
Access Control	Describe the organization's termination and/or role change process as it pertains to access control.	
Access Control	Describe what guidance is given users in regards to managing their authentication credentials.	

Access Control	Describe the authentication mechanisms used in order for a user to log onto the organization's network (locally and remotely).	
	Describe the authentication mechanisms in which privileged users log onto the organization's network (locally and remotely).	
	Describe the organization's approach to handling session inactivity.	
Access Control	Describe the organization's password management system: Number of characters? Complexity? History/Reuse? Frequency of change? Visible when enter? Encrypted in storage? Encrypted in transit?	
Access Control	How is access to program source code controlled/restricted?	
	Is that access logged?	
Supplier Relationships	Describe what security controls are in place for suppliers/vendors/consultants who will have access to information systems that contain data	
Information Security Aspects of Business Continuity Management	Describe what processes, procedures and controls your organization will leverage during a disaster recovery/business continuity event in order to safeguard data and resume their contracted support services.	
Information Security Aspects of Business Continuity Management	Describe how your organization will review and tests processes, procedures and controls leveraged to safeguard data during a disaster recovery/business continuity event.	

Questions	Responses
Data Center Network Security:	
Are up to date network diagrams maintained? If so, how is access to them restricted	
How is access to network devices (routers, hubs, etc.) controlled	
Do situations exist where the User ID and password are shared between individuals? If so, provide your controls.	
Do formal documented, detailed procedures for handling security incidents exist?	
Are established, documented, procedures in place for patching against vulnerabilities	
Are security violation events logged, monitored/reviewed/reported and followed up on	
How many security violations were investigated in the last 12 months	
Briefly explain the procedures used to perform vulnerability assessments.	
Are external penetration/vulnerability tests performed internally or by a third party on a regular basis?	
Are automatic alerts generated when critical systems reach specific thresholds (for instance, a sustained and unexpected spike in traffic)	
What solutions are used to provide remote access to your network? Please provide details.	
Are the security services that provide protection from the Internet owned and administered by your company?	
Please describe the solution used to protect servers and workstations from viruses.	
Are procedures in place to facilitate configuration change management? If yes, please explain.	
Data Center Physical Security:	
Please provide the address for all locations where Clark County data will reside if a contract is entered into with your company. Then answer the following questions as they pertain to those locations.	
How is physical access to rooms and buildings controlled	
How is physical access to network devices and systems controlled	
Is disk storage media ever sent offsite for any reason? If so, state each reason or circumstance for which such media may be sent offsite (such as for repairs) and state what precautions are taken to protect information contained on such media.	
Are visitors required to sign guest logs indicating purpose of visit and arrival/departure times	
Are visitors escorted at all times by authorized security personnel	
Do other tenants reside in your building? If so, what physical security separates the tenants	