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ADDENDUM 3

To: *All Interested Bidders*

From: *Araceli Hernandez, Inventory Bid Technician*

Date: *June 3, 2013*

Subject: *RFP# 13-034, Collection Software for the El Paso County Clerk's Collection Division*

This addendum has been issued to notify vendors of the following questions:

- 1. In section "1.3 – Vendor Qualifications" you require that our organization have hands on experience with implementations in other Texas Counties. We have several employees that have extensive experience implementing in Texas, while employed at another organizations.*
 - One is our CEO*
 - Another has been recruited, specifically, for his knowledge of Texas gained while working for 17 years as a senior developer for the Harris County Court System*
 - The other employees with relevant experience worked under the supervision of our CEO prior to his starting Spartan Technology Solutions*

Could that satisfy your requirement?

Response: The vendor should respond in the best way possible to fully represent the experience and qualifications of its organization. The County of El Paso will not assist or counsel a responding company with its response to this solicitation.

- 2. Will the county of El Paso be able to negotiate terms in conditions of the contract using Offeror's standard terms and conditions (commercial off-shelf terms) or is the offeror*

required to agree to a standard county contract and if it is the latter can the county provide that to review before the deadline?

Response: The negotiations of the contract terms and conditions will be commence once a successful vendor can be identified and the proposal is awarded. The County will negotiate in good faith with the successful vendor, but items defined by Texas law are not negotiable.

- 3. Section 1.5 of the RFP states, "Only until the final negotiation and award, will any contracts or agreements be signed by the County." Should the word "until" be "after" instead, so that the sentence conveys that contracts or agreements will only be signed by the County after the final negotiation and award?*

Response: Contracts or agreements will be signed after an award is made and a final contract has been negotiated.

- 4. Section 1.6 of the RFP explains that "all materials submitted in response to this RFP [will] become the property of El Paso County,[which] is a public entity and as such, must abide by the public record laws." The provision goes on to assert that, when "the selection process has been completed . . . the contents of the proposals become public record and open to inspection by all parties. Please confirm that El Paso County's disclosure of proposal contents shall be governed by the Texas Public Information Act (TPIA) set forth in Chapter 552 of the Texas Code, including but not limited to the exceptions established by the TPIA.*

Response: Have legal come up with this answer.

- 5. Section 1.8 of the RFP states, "Evaluation and award will be primarily based on the lowest cost to the County; however, consideration will also be given to responder(s) who submit the more service oriented proposals." It also states that "Recommendation for award will be to the responder meeting all terms, conditions and specifications and who has submitted the proposal determined to be the most advantageous to the County, taking into consideration the evaluation criteria set forth in this RFP." Please explain what is meant by "service oriented proposals" and clarify what criteria will be used to assess the degree to which proposals are "service oriented" and they relate to the other evaluation criteria that will be used to determine which proposal is the most advantageous to the County. In addition, please explain those evaluation criteria in greater detail, as they do not appear to be identified in the RFP.*

Response: "Service Oriented" would apply to those proposals that may exceed the requirements listed, increased functionality, and commitment to maintaining current industry standards in terms of software and technology.

- 6. Section 1.10 of the RFP requires that proposals include "references of other counties, cities and entities that have used the services provided by the vendor." Please confirm that the "counties, cities and entities " identified as references in the proposal should not*

be limited to those in Texas but can include counties, cities and entities throughout the United States.

Response: The specifications do not limit references to Texas only.

7. *The instructions in Section 4.1 of the RFP concerning the Vendor Business History section of the proposal (page 16) states that “The Vendor must include complete information on all company principals and their experience in these technologies.” What level of detail is required with respect to the principals of large, publicly traded companies?*

Response: The vendor should describe a brief history of the principals of their organization in order to describe the makeup and strengths of its company. The County of El Paso will not assist or counsel a responding company with its response to this solicitation.

8. *The Certifications Instructions on page 18 of the RFP state, “The certifications shall be treated as a material representation of fact upon which reliance will be placed when the County of El Paso determines to award the covered cooperative agreement.” Should the term “cooperative agreement” be changed to “contract”?*

Response: No.

9. *Proposal Condition No. 1 on page 21 of the RFP provides, in part, that: “BY SUBMITTING A PROPOSAL, EACH BIDDER AGREES TO WAIVE ANY AND ALL CLAIMS IT HAS OR MAY HAVE AGAINST THE COUNTY OF EL PASO, AND ITS OFFICERS, AGENTS AND EMPLOYEES, ARISING OUT OF OR IN CONNECTION WITH . . . THE ACCEPTANCE OR REJECTION OF ANY PROPOSAL; AND THE AWARD OF THE CONTRACT.” Does this mean that offerors who submit a proposal have no right to protest the award decision, even on grounds that are not apparent prior to the opening of the proposals?*

Response: No it doesn't.

10. *Check List – Will the county consider extending the deadline 2 weeks to allow offerors to absorb and react to responses to questions in order to provide a best value proposal to the County?*

Response: The County will consider an extension if warranted.

11. *Does the County have an estimated timeframe for the implementation to occur within, or is it up to the offeror to determine the base implementation period?*

Response: An estimated timeframe for implementation will be discussed and agreed upon during contract negotiations.

12. *Can the county list the number and types of interfaces and integrations that are required to be part of the implementation? Are they one way vs. bi-directional? Do they only send/receive information or is complex computation required as part of the extract, transform, and load process?*

Response: Interface with Tyler Technology Odyssey. Preferably bi-directional based on Tyler Technology specifications. Simple data import/export.

13. *Are there custom reports required in the implementation? If so, can the county provide a list of the reports and/or at a minimum the number of custom reports?*

Response: TBD based on contract and review of vendor reports and available ad-hoc reporting

14. *How many concurrent users will be on the system?*

Response: Initially 30-50 users, with option to add and enterprise licensing

15. *Is there a preferred license type the county prefers? Perpetual vs. Term*

Response: The vendor should describe the type of licenses offered by the vendor and the suggested license recommended by the vendor. The County of El Paso will not assist or counsel a responding company with its response to this solicitation.

16. *Can the County describe what they envision how you want the implementation to be priced for level of effort. For example does the county want the offeror to complete the entire implementation while training the county to self-administer the system once the implementation is complete or is the county wanting the offeror to perform the required implementation pieces and then train the county to perform the a some of the implementation yourself. An example would be if the county has 10 custom reports to do does the county want the offeror to implement all of them, implement 3 of them while training the county to perform the remaining reports yourself. This will ensure all offerors are bidding the same level of effort so evaluations are an apples to apples comparison.*

Response: The vendor should describe their implementation process and plan utilized by their company; the process and plan recommended for this project and the level of effort being offered. The County of El Paso will not assist or counsel a responding company with its response to this solicitation.

17. *What is the current number of accounts housed by the existing system that will be migrated to the new system?*

Response: An approximation of 40,000 active cases

18. *What is the current number of new accounts added to the county's system each month?*

Response: An average of 750 cases per month.

19. What is the current collection system?

Response: The County does not have a current collections system.

20. Does the county use any outside agencies to collect on their behalf? If so, how many and how often are they transferred?

Response: One Agency, monthly.

21. How are payments managed today, and are there any 3rd party payment processors used today?

Response: Third Party Payments are managed today by Credit Card transactions that are reconciled in the "Link to Gov" reporting system.

22. What is the projected start date of the project?

Response: To be determined after the proposal is awarded during contract negotiations.

23. Is the project funded? What is the funding for the project?

Response: The County has allocated funding for this project.

24. Can the County elaborate on how the bankruptcy, legal, and probate processes are handled?

Response: If, and when, a payment plan encounters a bankruptcy, legal, and probate processes, the manner and method of collection is dependent on the type of legal proceeding, the status of the payment plan and applicable statutory requirements.

25. What is the current county infrastructure standards and preferred technologies?

Response: Microsoft compatible, SQL and virtual environments