Request for Proposals for Point of Sale System

Issue Date: February 15, 2017

Proposals Due: March 24, 2017 12:00 p.m. CST

Issued by: Washington County, Minnesota
Department of Property Records and Taxpayer Services
# Table of Contents

1.0 Introduction and Project Description .................................................................................................................. 3
   1.1. Introduction ....................................................................................................................................... 3
   1.2. About Washington County .................................................................................................................. 3
   1.3. Project Objectives ............................................................................................................................... 4
   1.4. RFP Schedule of Events ..................................................................................................................... 5
   1.5. RFP Questions and Inquiries .............................................................................................................. 5
   1.6. Clarification and Discussion of Proposals ......................................................................................... 6
   1.7. Amendment and Addenda .................................................................................................................... 6
2.0 Proposal and Submission Process .......................................................................................................................... 7
   2.1. General Instructions ............................................................................................................................. 7
   2.2. Required Contents of Proposal .......................................................................................................... 9
         2.2.1. Point-Of-Sale Questionnaire.xlsx Tab “Functional Questionnaire” ............................................... 9
         2.2.2. Point-Of-Sale Questionnaire.xlsx Tab “Technical Questionnaire” ................................................ 9
         2.2.3. Point-Of-Sale Questionnaire.xlsx Tab “Cost Proposal Worksheet” ............................................... 10
         2.2.4. Attachment 1 – Contract Terms .................................................................................................. 10
         2.2.5. Attachment 2 – Vendor Profile and Qualifications ...................................................................... 10
         2.2.6. Attachment 3 – Corporate Annual Report .................................................................................. 10
         2.2.7. Attachment 4 – Vendor Offer Signature and Certification .......................................................... 10
         2.2.8. Attachment 5 – Certificate of Insurance .................................................................................... 10
         2.2.9. Attachment 6 – Customer References ....................................................................................... 10
         2.2.10. Attachment 7 – Vendor Abilities and Product Information ...................................................... 11
         2.2.11. Attachment 8 – Vendor’s Technical Strategies ......................................................................... 11
         2.2.12. Attachment 9 – Proposed System Diagram ............................................................................. 12
         2.2.13. Attachment 10 – Additional RFP Response Information ............................................................ 12
3.0 Proposal Evaluation and Selection .......................................................................................................................... 13
   3.1. Preliminary Examination ....................................................................................................................... 13
   3.2. Detailed Technical Evaluation ............................................................................................................ 13
   3.3. Proof-of-Concept Demonstration ....................................................................................................... 13
   3.4. Proof-of-Concept Review ................................................................................................................... 13
   3.5. Notification of Award ......................................................................................................................... 13
   3.6. Rejection of Proposals ......................................................................................................................... 13
4.0 Washington County Environment .......................................................................................................................... 14
   4.1. Security Requirements ......................................................................................................................... 14
   4.2. Current Infrastructure Standards ........................................................................................................ 14
   Attachment 1 – Contract Terms ....................................................................................................................... 16
   Attachment 2 – Vendor Profile and Qualifications ....................................................................................... 20
   Attachment 3 – Corporate Annual Report .................................................................................................. 21
   Attachment 4 – Vendor Offer Signature and Certification .......................................................................... 22
   Attachment 5 – Certificate of Insurance ................................................................................................... 23
   Attachment 6 – Customer References ....................................................................................................... 24
   Attachment 7 – Vendor Abilities and Product Information ....................................................................... 25
   Attachment 8 – Vendor’s Technical Strategies .......................................................................................... 26
   Attachment 9 – Proposed System Diagram ............................................................................................... 29
   Attachment 10 – Additional RFP Response Information ........................................................................... 30
   Exhibit 1 – Information Technology Usage Agreement ............................................................................... 31
1.0 Introduction and Project Description

1.1. Introduction

This Request for Proposals (RFP) is intended to solicit proposals from proposers capable of satisfying Washington County’s needs for software and professional services to implement a Point of Sale system. Proposers’ responses will be evaluated and ranked based on the criteria described in this RFP. If a system is available that meets the County’s needs, the County may then enter into contract discussions with the selected proposer. In addition to soliciting written responses, this document provides information to assist proposers in preparing their responses and facilitates the subsequent evaluation and comparison process. In that regard, this RFP:

- Provides information essential to soliciting meaningful recommendations and realistic commitments from the proposers;
- Specifies the desired format and content of proposals in response to this RFP;
- Outlines the County’s evaluation and selection procedures;
- Establishes a schedule for the preparation and submission of proposals in response to this RFP; and,
- Establishes a performance standard for the selected proposer.

This RFP and the selected proposal in response to this RFP will be incorporated into the contract resulting from this solicitation; provided, however, that the contract may contain terms different from or in addition to this RFP and the successful proposal.

The issuance of this RFP constitutes only an invitation to submit a proposal to Washington County. It is not to be construed as an official and customary request for bids, but as a means by which the County can facilitate the acquisition of information related to the purchase of an automated Point of Sale System. Any Proposal submitted, as provided herein, constitutes an indication to negotiate and NOT A BID.

1.2. About Washington County

As one of Minnesota’s original nine counties, Washington County (County) is located on the eastern edge of the Twin Cities Metropolitan area and is composed of 423 square miles of land. The county seat is located in Stillwater, Minnesota, along the scenic St. Croix River, with a population of 251,015. The County’s eastern border is defined by the St. Croix River, which separates the states of Minnesota and Wisconsin.

The County consists of the following 12 departments:

- Accounting and Finance
- Administration
- Community Corrections
- Community Services
- County Attorney
- Human Resources
- Information Technology
- Library
- Property Records and Taxpayer Services
- Public Health and Environment
- Public Works
- Sheriff’s Office
The Property Records and Taxpayer Services Department (Department) is the issuing entity for the Request for Proposals (RFP). The Department’s mission is to provide exceptional assessment, property records, property tax, licensing, vital records, and elections services in an environment of continuous improvement. The Department provides services at the main Government Center campus in Stillwater, as well as the following license and service centers:

- Forest Lake License Center located in Forest Lake
- Stillwater License Center located in Stillwater
- Woodbury License Center located in Woodbury
- Cottage Grove Service Center located in Cottage Grove
- Headwaters Service Center located in Forest Lake
- Woodbury Service Center located in Woodbury

1.3. Project Objectives

The County is requesting a proposal for a point of sale system. The desired solution must allow for complete integration of processing functions without duplicate data entry and be able to interface with the County’s numerous applications.

The point of sale system will initially be implemented in the Department’s License and Service Center Division, which provides services at multiple locations as indicated in section 1.2. The Division completes approximately 300,000 transactions a year. Transactions include Driver’s License, Vehicle Registration, Game and Fishing Licenses, Department of Natural Resources Registration, Marriage Licenses, notary, parks and other county for a fee services. Upon successful implementation of the point of sale system in the License and Service Center Division, the point of sale system may be implemented elsewhere in the Department, or in other Departments within the County.

The County’s objective is to identify and select the most appropriate software vendor to provide a completely integrated system. The application implemented will enable the organization to:

- Improve service to the public;
- Eliminate redundant data entry;
- Streamline business processes.

The system must provide:

- User-friendly software applications;
- Financial accountability for individuals and throughout the County;
- Compliance with state statutes;
- The ability to interface between applications;
- An accurate and efficient means to access and retrieve data and statistics;
- Flexibility to allow for the acquisition and implementation of emerging technologies;
- Integrated solutions for data sharing;
- A scalable, configurable, graphical, and browser-based system;
- Extensive inquiry, reporting, and analysis tools; and
- A system which leverages the county’s investments in technology platforms.

The County invites interested parties that meet the qualifications listed in this document to submit proposals regarding their product and related service offerings. All information shall be submitted in the format stipulated in this RFP.

As part of the contract execution the successful proposer will provide a detailed implementation plan acceptable to the County, including tasks, timelines, proposed major milestones, County and vendor staff roles and responsibilities, deliverables, and
payment schedules. Failure of the parties to reach agreement on the implementation plan shall be grounds for the County to immediately select another proposer for the project without cost to the County. The County anticipates having a fully implemented system no later than fourth quarter 2017.

1.4. RFP Schedule of Events

The following RFP Schedule of Events represents the best estimate of the schedule the County will follow. Any significant change to the schedule will be published via RFP Addendum.

<table>
<thead>
<tr>
<th>Event</th>
<th>Estimated Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request for Proposals Released</td>
<td>February 15, 2017</td>
</tr>
<tr>
<td>Deadline for Questions From Vendors</td>
<td>March 1, 2017 @ 12:00pm CST</td>
</tr>
<tr>
<td>Final Addendum for Questions Published</td>
<td>March 8, 2017</td>
</tr>
<tr>
<td>Deadline for Proposal Submissions</td>
<td>March 24, 2017 @12:00pm CST</td>
</tr>
<tr>
<td>Proposal Evaluation</td>
<td>Week of March 27, 2017</td>
</tr>
<tr>
<td>Vendor Demonstrations</td>
<td>April, 2017</td>
</tr>
<tr>
<td>Vendor Selection</td>
<td>April, 2017</td>
</tr>
</tbody>
</table>

1.5. RFP Questions and Inquiries

It shall be the responsibility of the Proposer to inquire about any portion of the RFP that is not fully understood and susceptible to more than one interpretation. Written inquiries are required. All questions concerning the RFP must reference the page number, section heading, and paragraph, if applicable. Questions may be submitted via email and Proposers shall insert “Washington County Point of Sale RFP Question” in the subject line. Oral communications will not be accepted. The following table provides the contact information.

<table>
<thead>
<tr>
<th>Point of Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ashley Burress</td>
</tr>
<tr>
<td>Washington County Department of Property Records and Taxpayer Services</td>
</tr>
<tr>
<td><a href="mailto:Ashley.Burress@co.washington.mn.us">Ashley.Burress@co.washington.mn.us</a></td>
</tr>
</tbody>
</table>

Questions and inquiries related to this RFP, including questions and inquiries related to technical issues, are to be submitted in writing via email and directed to the Point of Contact using the contact information in Table 2 above.

In accordance with the RFP Schedule of Events in Section 1.4, all questions must be received in writing no later than March 1, 2017 at 12:00 pm Central Time. Questions and answers will be issued in accordance with Section 1.7, Amendments and Addenda.

Proposers shall not contact County staff with any questions or inquiries. Unauthorized contact with any personnel of the County may be cause for rejection of the Proposer’s response. The decision to reject a Proposal is solely that of the County.
1.6. Clarification and Discussion of Proposals

The County may request clarifications and conduct discussions with any Proposer who submits a Proposal. Proposers must be available for a system demonstration to County staff on dates specified in Table 1 if selected for system demonstrations. Failure of a vendor to respond to such a request for additional information, clarification, or system demonstrations may result in rejection of the vendor’s proposal.

1.7. Amendment and Addenda

All clarifications and RFP revisions will be documented in an addendum and publicly published to the County’s website https://www.co.washington.mn.us/Bids.aspx.
2.0 Proposal and Submission Process

2.1. General Instructions

It will be the sole responsibility of the Proposer to submit its Proposal and all required documents to the County before the closing deadline. Late Proposals will not be considered and will be returned unopened to the Proposer.

The County reserves the right to accept or reject any or all proposals and to waive any defects or technicalities or to advertise for new proposals where the acceptance, rejection, waiving, or advertising of such would be in the best interest of the County. The County reserves the right to waive irregularities in the Proposal content or to request supplemental information from Proposers. The County reserves the right to reject proposals based on the evaluation of submitted materials and to accept proposals other than those submitting the lowest pricing.

The County reserves the right to disqualify any proposal, before or after opening, if there is evidence of collusion with intent to defraud, or other illegal practices upon the part of the vendor, or for noncompliance with the requirements of these documents.

1. The deadline for Proposal submissions is established in Section 1.4, RFP Schedule of Events. The Proposal deadline is March 24, 2017 at 12:00 p.m. Central Time. Proposals received at the County after this deadline will not be accepted and will be returned to Proposer. Late qualifications will not be opened.

2. Proposers shall submit six (6) hard copies of the Proposal to the County at the address contained in Table 03. One (1) hard copy of the Proposal must be signed by a person, or persons, duly authorized to bind the vendor to contracts and clearly marked as the “Original,” and the remaining copies should be clearly marked “Copy”.

3. Proposers shall submit one (1) electronic version of the Proposal on a CD to the County along with the hard copy Proposal.
   a. All tabs of the “Point-Of-Sale Questionnaire.xlsx” provided as part of this RFP package shall be provided in MS Excel format.
   b. All attachments provided as part of this RFP package shall be provided in MS Word format.
   c. All other materials submitted shall be provided in searchable Adobe PDF format.

4. Marketing brochures included as part of the main body of the RFP response will not be considered. Such material must be submitted only as attachments and must not be used as a substitute for written responses. In case of any conflict between the content in the attachments and a vendor’s answers in the body of the proposal, the latter will prevail.

5. Mailed Proposals shall be clearly labeled on the outside of the packaging with “Washington County Point of Sale RFP Proposal”.

6. The mailing address for Proposals is contained in the following table.
Table 3: Proposal Mailing Address

<table>
<thead>
<tr>
<th>Mailing Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ashley Burress</td>
</tr>
<tr>
<td>Washington County Department of Property Records and Taxpayer Services</td>
</tr>
<tr>
<td>14949 62nd Street North PO Box 6</td>
</tr>
<tr>
<td>Stillwater MN 55082</td>
</tr>
</tbody>
</table>

7. The following contains the requirements for Proposal responses.

<table>
<thead>
<tr>
<th>Item</th>
<th>RFP Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>Point-Of-Sale Questionnaire.xlsx Tab &quot;Functional Questionnaire&quot;</td>
<td>2.2.1</td>
</tr>
<tr>
<td>Point-Of-Sale Questionnaire.xlsx Tab &quot;Technical Questionnaire&quot;</td>
<td>2.2.2</td>
</tr>
<tr>
<td>Point-Of-Sale Questionnaire.xlsx Tab &quot;Cost Proposal Worksheet&quot;</td>
<td>2.2.3</td>
</tr>
<tr>
<td>Attachment 1 – Contract Terms</td>
<td>2.2.4</td>
</tr>
<tr>
<td>Attachment 2 – Vendor Profile and Qualifications</td>
<td>2.2.5</td>
</tr>
<tr>
<td>Attachment 3 – Corporate Annual Report</td>
<td>2.2.6</td>
</tr>
<tr>
<td>Attachment 4 – Vendor Offer Signature and Certification</td>
<td>2.2.7</td>
</tr>
<tr>
<td>Attachment 5 – Certificate of Insurance</td>
<td>2.2.8</td>
</tr>
<tr>
<td>Attachment 6 – Customer References</td>
<td>2.2.9</td>
</tr>
<tr>
<td>Attachment 7 – Vendor Abilities and Product Information</td>
<td>2.2.10</td>
</tr>
<tr>
<td>Attachment 8 – Vendor’s Technical Strategies</td>
<td>2.2.11</td>
</tr>
<tr>
<td>Attachment 9 – Proposed System Diagram</td>
<td>2.2.12</td>
</tr>
<tr>
<td>Attachment 10 – Additional RFP Response Information</td>
<td>2.2.13</td>
</tr>
</tbody>
</table>

8. By participating in this proposal process, all vendors agree to keep their offers open to June 24, 2017. However, a proposal may be withdrawn any time prior to March 24, 2017 12:00 pm CST.

9. The County is aware that information contained in the proposals indicates the vendor’s current operations. Proposals submitted become a matter of public record. All data collected, created, received, maintained, or disseminated for any purposes by the activities of the vendor because of this RFP is governed by the Minnesota Government Data Practices Act, Minnesota Statutes Chapter 13. Proposal information is private or nonpublic until the responses are opened; once opened, proposer’s name becomes public. Upon completion of the evaluation process, the remaining data becomes public but for trade secrets. If any vendor deems information they submit as trade secret, it must be clearly indicated as such within the RFP response.

10. Vendor shall bear all costs associated with preparing and submitting responses to this RFP and the subsequent evaluation phase. The County will not be responsible for these costs.

11. All proposals submitted become the property of the County and will not be returned.
2.2. Required Contents of Proposal

2.2.1. Point-Of-Sale Questionnaire.xlsx Tab “Functional Questionnaire”

The Functional Questionnaire Tab of the spreadsheet must be completed. This questionnaire will be used to determine the vendor’s technical score. It is imperative that vendors answer the questions in accordance with the guidelines provided below. Vendor's responses shall be verified during the proof-of-concept activities. It is also assumed that the vendor will provide full proof of the capabilities declared in this questionnaire. Failure by a vendor to provide honest responses will be grounds for disqualification from the RFP process.

In the Response section, vendors can choose from five options to indicate their compliance with each requirement (see Table 4 below).

Table 4: Vendor Capabilities Declared

<table>
<thead>
<tr>
<th>Rating</th>
<th>Vendor Capability Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Standard. Available in the current release. Software supports this requirement. No customization or modification is required.</td>
</tr>
<tr>
<td>4</td>
<td>Function is enabled through the system configuration interface by County Administrator. No vendor customization.</td>
</tr>
<tr>
<td>3</td>
<td>Available with a third-party application. The vendor has established a relationship with a business partner to provide this functionality. The functionality is integrated into vendor's database management system and requires no customization or a work around. Identify any additional cost associated.</td>
</tr>
<tr>
<td>2</td>
<td>Functionality is provided by the vendor but requires customization. The functionality can be accomplished with the vendor's product, but needs customization or a work around. Identify any areas where modification will affect the application upgrade path. Identify any additional costs associated.</td>
</tr>
<tr>
<td>1</td>
<td>Functionality provided: Requires customized integration with a third-party vendor. The vendor has established a relationship with a business partner to provide this functionality, but it needs customization or a work around. Identify any areas where modification will impact the application upgrade path. Identify any additional costs associated.</td>
</tr>
<tr>
<td>0</td>
<td>Functionality is not provided. The software will not meet requirements.</td>
</tr>
</tbody>
</table>

Enter your rating in the Vendor Capability column. The comments column is provided for clarification, when necessary.

Vendor is cautioned not to indicate functionality as “included” when, in fact, that particular feature is in development. When that is the case, vendor shall note that fact in the comments column of the attached questionnaire and indicate the expected date that such a feature will be made available in a general software release. If it is subsequently determined that functionality is in development, the County may declare the vendor in substantial breach of contract.

2.2.2. Point-Of-Sale Questionnaire.xlsx Tab “Technical Questionnaire”

The Technical Questionnaire Tab of the spreadsheet must be completed. This questionnaire will be used to determine the vendor’s technical score. It is imperative that vendors answer the questions in accordance with the guidelines provided above in Table 4 of section 2.2.1. Vendor’s responses shall be verified.
during the proof-of-concept activities. It is also assumed that the vendor will provide full proof of the capabilities declared in this questionnaire. Failure by a vendor to provide honest responses will be grounds for disqualification from the RFP process.

In the Response section, vendors can choose from five options to indicate their compliance with each requirement (see Table 4 below). Enter your rating in the Vendor Capability column. The comments column is provided for clarification, when necessary.

Vendor is cautioned not to indicate functionality as “included” when, in fact, that particular feature is in development. When that is the case, vendor shall note that fact in the comments column of the attached questionnaire and indicate the expected date that such a feature will be made available in a general software release. If it is subsequently determined that functionality is in development, the County may declare the vendor in substantial breach of contract.

2.2.3. **Point-Of-Sale Questionnaire.xlsx Tab “Cost Proposal Worksheet”**
Based on the requirements for information contained in the functional requirements, vendor will complete the “Cost Proposal Worksheet” in the attached Point-Of-Sale Questionnaire.xlsx spreadsheet. Include all hardware, software and service components required, with associated prices and licensing structure in the cost summary. The County reserves the right to purchase some or all of the items listed (i.e., hardware) off the State of Minnesota contract.

2.2.4. **Attachment 1 – Contract Terms**
The vendor must read the example contract terms provided as Attachment 1. In order to enter into a contract with the County, the vendor must agree to include this language in the final contract. The final contract will contain a section on provisions which will survive termination such as indemnification, records retention, and convertibility.

2.2.5. **Attachment 2 – Vendor Profile and Qualifications**
The vendor shall complete Attachment 2. Provide a statement giving a brief history of the company, how it is organized, and how its available products and resources will be used to meet the County’s requirements.

2.2.6. **Attachment 3 – Corporate Annual Report**
The vendor shall provide a copy of its corporate annual report as Attachment 3. Upon request, the vendor shall provide a complete set of audited financial statements for the past three years. All financial statements should be prepared in generally accepted accounting principles. Each vendor should note that the County reserves the right to purchase credit reports and additional financial information as it deems necessary.

2.2.7. **Attachment 4 – Vendor Offer Signature and Certification**
The vendor shall review Attachment 4, Vendor Offer Signature and Certification, and sign by an individual authorized to bind the proposed entity.

2.2.8. **Attachment 5 – Certificate of Insurance**
The vendor shall provide a current copy of the company’s Certificate of Insurance as Attachment 5.

2.2.9. **Attachment 6 – Customer References**
The vendor shall complete Attachment 6 and provide details of two to four customers for reference. References should be for customers with requirements similar to those of the County. The County would be particularly interested in customer references that use the vendor’s software, are similar in size to the County, and interface with various County applications. References should
include information about the contract (specific products in use, date of contract execution, "go live" date and any services provided), as well as contact information for the client’s project manager or other senior staff members familiar with the project. The County reserves the right to contact these references and discuss the client’s level of satisfaction with the vendor and its products.

2.2.10. Attachment 7 – Vendor Abilities and Product Information
The vendor shall complete Attachment 7, Vendor Abilities and Product Information form, and provide a short narrative regarding their abilities to provide the following:

- Ability to meet the County’s objectives.
- Proposed work plan and project timeline to complete the project.
- Ability to integrate with the County’s security requirements.
- Ability to meet the County’s infrastructure standards.
- Product Support and Service Warranty: Vendor shall describe the support offerings available for their applications and their product development roadmap. In addition, vendor shall provide a copy and description of all warranties associated with the proposed application. The County will expect the selected vendor to provide the following support services:
  - Implementation: The selected vendor will be responsible for the implementation of the application modules.
  - Post-Implementation: Once the software has been implemented, there will be an increased need for support as the users learn to utilize the software on a day-to-day basis. It is imperative that the selected vendor provide adequate support on a timely basis during this time. This is particularly important when the required support is a problem resolution. The vendor is expected to assign adequate support resources, either on-site or over the phone, to assist the County with day-to-day support.
  - Software Maintenance and Upgrades: The selected vendor will have a regular schedule for providing maintenance releases for the application software. These releases will provide modifications and fixes to existing functions, provide for meeting statutory requirements supported by the application software, and provide upgrades to support new and enhanced technology as it becomes available.
  - User Documentation: The selected vendor will provide regular updates to application documentation consistent with the changes provided in maintenance releases.
- Vendor shall indicate whether all source code for the application will be made available to the County or, if it will not be available, identify the software escrow service used, provide contact information and describe company policy regarding software escrow updates.
- Vendor shall indicate which third-party software packages are required for their application to function correctly and indicate who is responsible for purchasing and maintaining licenses for this software.
- Vendor shall describe what skill set and training of County staff is required or recommended in order to support the implementation and ongoing use of products and services as outlined in this proposal. Please include a proposed training plan.

2.2.11. Attachment 8 – Vendor’s Technical Strategies
The vendor shall complete Attachment 8, Vendor’s Technical Strategies.
2.2.12. Attachment 9 – Proposed System Diagram
Vendor shall attach a diagram depicting the recommended Point of Sale system network design. Please title the network diagram as “Attachment 9 – Proposed System Diagram.”

2.2.13. Attachment 10 – Additional RFP Response Information
Vendor may attach any additional information they feel would help the County evaluate their submission at the end of the RFP response. Provide details regarding any special services or product characteristics, or other benefits offered, or advantages to the County in selecting your company’s product or service. Please title this as “Attachment 10 – Additional RFP Response Information.”
3.0 Proposal Evaluation and Selection

3.1. Preliminary Examination
The County will examine the proposals to determine whether they are complete, that the documents have been properly signed and that they are generally in order.

3.2. Detailed Technical Evaluation
Technical merits and features will be reviewed against the requirements identified in this RFP. Special consideration will be given to a vendor submitting a completely integrated single vendor solution without the use of third party vendors to fulfill the requirements. Evaluation will also include the fit and integration with related County infrastructure, systems environments and business applications.

3.3. Proof-of-Concept Demonstration
After the detailed technical evaluation phase, a subset of vendors will be required to demonstrate their application in the County’s environment using actual data, infrastructure and personnel, where appropriate. All vendors selected for the proof-of-concept phase will be given detailed requirements for testing at the start of the proof-of-concept phase. Instructions for demonstrating proof of concept will be provided in writing at that time.

3.4. Proof-of-Concept Review
Following the execution of the proof-of-concept demonstrations, vendors may be requested to meet with a group of stakeholders, project team members, and other selected individuals to provide a proof-of-concept review. Vendors will be required to discuss their proposed project implementation plan, as well as describe, in detail, the specifics of their solution.

3.5. Notification of Award
A contract may be awarded to a single vendor, based on the evaluation of the general and functional requirements in the RFP response, the proof-of-concept results, and the satisfactory outcome of financial negotiations. If a contract is awarded, the County will notify the proposal submitters of the outcome.

3.6. Rejection of Proposals
The County reserves the right to reject any or all proposals based on the evaluation criteria contained in this request for proposals.
4.0  Washington County Environment

4.1. Security Requirements

The County has the following application security requirements:

- Full Active Directory integration;
- Login security provided by Active Directory;
- Secure log of all user activity within the system;
- Allow county-defined security by user and function
- Compliance with the Washington County Technology Acceptable Use Policy (Exhibit 1).

4.2. Current Infrastructure Standards

Washington County Department of Information Technology (DoIT) Desktop and Server Minimum Standards

If a vendor is providing computer hardware for any IT related project they should use the below specs as a guideline in providing the quote. Final hardware decisions will be made by Washington County’s DoIT Staff.

Anti-Virus – Trend Micro OfficeScan for Servers is the only version of A/V software we allow. All servers will have anti-virus installed prior to go live. The DoIT Server Group will assist in the installation.

Washington County’s DoIT currently does not support Unix, AIX, MacOS, Windows Desktop versions in a server environment or Windows Server 2000 & 2003.

Database Standard – Microsoft SQL Server 2008 R2 or above. A SQL farm is setup. Any new instances should be able to perform in a farm environment when possible. Proposed applications SQL requirements need to be clearly identified prior to instance installation. Our SQL servers are licensed by DoIT with per CPU licensing when an independent SQL solution is required. Please contact DoIT for any SQL licensing quotes.

Network – Wired Cisco switches, routers and firewalls (ASA) only. 100MB to the desktop. CAT 6 cabling only.

Office Productivity Software - Microsoft Office 2013

Operating Systems – New servers are running on Windows Server 2008R2 or Server 2012R2. ALL servers should be fully patched prior to rollout. OS should not be quoted with hardware. DoIT will supply the OS based on our Enterprise Agreement with Microsoft. Quotes for Operating Systems and software (SQL, etc.) should be directed to the DoIT Server Group.

Personal Computer Operating System – Microsoft Windows 10

Redundancy - Use a primary and secondary data center connected by fiber. Redundant solutions should take this into account during the design phase.
**SAN** – If disk space on existing SAN is required, please calculate required space using RAID10.

**Servers** – Rack mount servers only. HP DL 360 G9 or above or BL 460 G8 or above (Please check with the Server Group for blade enclosure availability prior to quoting server blades) only. All servers should be quoted with a minimum of Dual Quad-Core CPU’s, 8GB RAM/CPU minimum, Battery Backed Write Cache Controller, 2 hard drives for the OS + a minimum of 3 hard drives for storage (RAID 5), Redundant Power Supplies, Redundant NICs, ILO Advanced pack with ILO support to match lifecycle of server, 5 years, 24x7, 4-hour response on-site support to match the life cycle of the server.

**Virtualization** – Washington County DoIT maintains a VMware ESXi 6.0 infrastructure for server virtualization. When possible please consider virtualization for your solution. Virtual server costs provided based on CPU, VRAM and storage requirements.

**Web Browser** – Microsoft Internet Explorer 11 or Edge
Attachment 1 – Contract Terms
The following terms are required when entering into a contractual relationship with Washington County (County). Please acknowledge that you will agree to the following contractual terms.

Audits, Reports, Records and Monitoring Procedures
The vendor will:
1. Maintain records which reflect all revenues, costs incurred and services provided in the performance of the contract.
2. Agree that the County, the State Auditor or legislative authority, or any of their duly authorized representatives at any time during normal business hours, and as often as they may deem reasonable and necessary for a minimum of six years from the end of this contract pursuant to Minnesota Statute 16C.05, shall have access to and the right to examine, audit, excerpt, and transcribe any books, documents, papers, records, and accounting procedures and practices of the vendor which are relevant to the vendor’s performance and determination of the agreed upon discounted payment rate under this contract.

Standards
1. The vendor shall comply with all applicable Federal and State Statutes and regulations as well as local ordinances now in effect or hereafter adopted.
2. Failure to meet the requirements of number 1. above may be cause for cancellation of the contract effective the date of receipt of the Notice of Cancellation.

Vendor/Contractor Information Technology Usage Agreement
All vendors and contractors who access the County information technology resources in the course of their work for the County shall comply with the Information Technology Usage Agreement which is attached hereto and incorporated herein as Exhibit 1. Vendors and contractors must ensure all their employees and agents comply with the County’s Information Technology Usage Agreement.

Material, Work Performance and Ownership of Work Product(s)
Vendor shall own all rights, title and interest in all computer programs, including any source code, object code, enhancements and modifications except that the County shall own all rights, title and interest in all computer programs, including any source code; object code; enhancements; modifications; all files, including input and output materials; all documentation related to such computer programs and files; all media upon which any such computer programs, files and documentation are located; and all related material which contain County data, documentation, memoranda, correspondence and files generated by the vendor in the course of its work for the County. All such work products must be surrendered to the County at the completion of the contract. Work products which are subject to the Minnesota Government Data Practices Act, Minnesota Statute Chapter 13 and regulations thereto shall not be removed from the County’s worksite.
Upon termination or expiration of this contract, the vendor shall promptly return to the County all computer programs, files, documentation and related materials owned by the County. In addition, after termination or expiration of the contract, the vendor agrees to fully cooperate with the County and any third party should the County seek to convert the system established by the program developed by the vendor under this contract to any other system. The parties agree that the County may enforce this provision through an action for specific performance.

Data Privacy
All data collected, created, received, maintained, or disseminated, or used for any purposes in the course of the vendor’s performance of this contract, is governed by the Minnesota Government Data Practices Act, Minnesota Statutes 1984, Section 13.01 et seq. or any other applicable state statutes and state rules adopted to implement the Act, as well as state statutes and federal regulations on data privacy. The vendor agrees to abide by these
statutes, rules and regulations and as they may be amended. The vendor agrees to implement and comply with the Health Insurance Portability and Accountability Act of 1996 (HIPPA Public Law 104-191), as it may be amended from time to time.

**Nondiscrimination**

The vendor shall comply with and abide by the obligations and requirements set forth in Minnesota Statute Section 181.59 and general County policy, that every contract contain provisions by which the vendor agrees to freedom from discrimination in employment.

**Indemnity and Insurance**

1. **Indemnity.** The vendor does hereby agree that it will defend, indemnify, and hold harmless the County against any and all liability, loss, damages, costs and expenses which the County may hereafter sustain, incur or be required to pay by reason of any negligent act or omission or intentional act of the vendor, its agents, officers or employees during the performance of this contract.

2. **Insurance.** The vendor does further agree that in order to protect itself, as well as the County, under the indemnity contract provision herein above set forth, it will at all times during the term of the contract have and keep in force:

   a. Commercial General Liability/Professional Liability with contractual liability coverage in the amount of the County’s tort liability limits set forth in Minnesota Statute 466.04 and as amended from time to time.

   b. Automobile coverage in the amount of the County’s tort liability limits set forth in Minnesota Statute 466.04 and as amended from time to time.

   c. Workers’ Compensation in statutory amount.

Evidence of insurance shall be provided before this contract is effective. The County shall be given thirty (30) days’ advance written notice of any changes in coverage.

In the event that claims or lawsuits shall arise jointly against the vendor and County, and the County elects to present its own defense, using its own counsel, in addition to or as opposed to legal representation available by the insurance carriers providing the coverage as stated above, then such legal expense shall be borne by the County.

A Performance Bond is required in the amount of the contract. The cost of the bond is to be incorporated in vendor’s proposal.

**Independent Contractor**

It is agreed that nothing herein contained is intended or should be construed in any manner as creating or establishing the relationship of co-partners between the parties hereto or as constituting the vendor as the agent, representative, or employee of the County for any purpose or in any manner whatsoever. The vendor is to be and shall remain an independent contractor with respect to all services performed under this contract.

The vendor represents that it has, or will secure at its own expense, all personnel required in performing services under this contract. Any and all personnel of the vendor or other persons, while engaged in the performance of any work or services required by the vendor under this contract, shall have no contractual relationship with the County and shall not be considered employees of the County.

Neither the vendor nor its employees will at any time be construed to be employees of the County. The vendor is responsible for its employees’ compensation, fringe benefits and all insurance coverage.
Subcontracting and Assignment
The vendor shall not enter into any subcontract for performance of any services contemplated under this contract, nor novate or assign any interest in the contract without the prior written approval of the County. Any assignment or novation may be made subject to such conditions and provisions as the County may impose.

If the vendor subcontracts the obligations under this contract, the vendor shall be responsible for the performance of all obligations by the subcontractors.

Modifications
Any material alteration, modification or variation shall be reduced to writing as an amendment and signed by the parties. Any alteration, modification, or variation deemed not to be material by agreement of the County and the vendor shall not require written approval.

Merger
It is understood and agreed that the entire contract of the parties is contained herein and this contract supersedes all oral agreements and negotiations between the parties relating to this subject matter. All items referred to in this contract are incorporated or attached and deemed to be a part of the contract.

Firearms Prohibited
Unless specifically required by the terms of this contract, no provider of services pursuant to this contract, including but not limited to employees, agents or subcontractors of the vendor shall carry or possess a firearm on County premises or while acting on behalf of the County pursuant to the terms of this contract. Violation of this provision shall be considered a substantial breach of the contract, and, in addition to any other remedy available to the County under law or equity. Violation of this provision is grounds for immediate suspension or termination of this contract.

Performance
Acceptance testing shall be commenced within 10 days of delivery and installation of the application by the vendor and shall be deemed accepted when it has operated for thirty (30) consecutive days in conformity with the specifications set forth in the RFP. The County shall be the sole judge of whether the application operates in conformity with the specifications, and acceptance shall only occur upon the County's written notice to the vendor that the application has been accepted. In the event that the application does not so perform, the period may be extended on a day-to-day basis until such performance is achieved for thirty (30) consecutive days. In the event that the application does not meet the specifications, the County shall detail in writing the deficiencies in the application. If, at any time following sixty (60) days after commencement of acceptance testing, the application has not met acceptance testing standards, the County may at its sole option request a replacement application be installed or declare the vendor in breach of this contract and seek any and all remedies available to it in law or equity. To ensure system functionality, final payment to the vendor shall not be made until 90 days after acceptance of the application.

Vendor Debarment, Suspension, and Responsibility
Federal Regulation 45 CFR 92.35 prohibits the County from purchasing goods or services with federal money from vendors who have been suspended or debarred by the federal government. Similarly, Minnesota Statutes, Section 16C.03, subdivision 2, provides the Commissioner of Administration with the authority to debar and suspend vendors who seek to contract with the County. Vendors may be suspended or debarred when it is determined through a duly authorized hearing process, that they have abused the public trust in a serious manner.
Certification
By signing this contract, the vendor certifies that it and its principals* and employees:

1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from transacting business by or with any federal, state, or local governmental department or agency; and
2. have not within a three year-period preceding this contract: 1) 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 government) transaction or contract, 2) violated any federal or state antitrust statutes, or 3) committed embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property; and
3. are not presently indicted or otherwise criminally or civilly charged by a governmental entity for: 1) commission of fraud or a criminal offense in connection with obtaining, attempting to obtain or performing a public (federal, state, or local government) transaction, 2) violating any federal or state antitrust statutes, or 3) committing embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property; and
4. are not aware of any information and possess no knowledge that any subcontractor(s) that will perform work pursuant to this contract are in violation of any of the certifications set forth above; and
5. shall immediately give written notice to the contract manager should the vendor come under investigation for allegations of fraud or a criminal offense in connection with obtaining or performing a public (federal, state, or local government) transaction, violating any federal or state antitrust statute, or committing embezzlement, theft, forgery, bribery, falsification of records, making false statements, or receiving stolen property.

*Principals, for the purpose of this certification, mean officers, directors, owners, partners, and persons having primary management or supervisory responsibilities within a business entity (e.g., general manager, plant manager, head of subsidiary division or business segment, and similar positions).

Vendor acknowledgment

Signature: ___________________________ Date: _________________

Name: ___________________________ (Please print or type)

Title: ___________________________ (Please print or type)
Attachment 2 – Vendor Profile and Qualifications

Company Profile – Attach additional pages if necessary.

1. Legal name of the vendor: ________________________________

2. Official company address: ________________________________

3. Federal ID number: ________________________________

4. Type of operation: Individual ___  Partnership ___  Corporation ___  Government ___

5. Number of years in business: _________  Number of years under present name: _________

6. Number of years providing point of sale software: _________

7. Total number of employees: _________  Number of employees dedicated to fulfillment of this project: _________  Number of employees dedicated to train Washington County staff: _________

8. Company-wide annual sales volume: _________________

9. Total number of clients using proposed product: _________

10. State that you will provide a copy of your financial statements for the past three (3) years, if requested by Washington County.

11. Is vendor currently for sale or involved in any transaction to expand or to become acquired by another business entity? If yes, please explain the impact both in organizational and direction terms.

   □ Yes      □ No

12. Provide any details of all past or pending litigation or claims filed against vendor that would affect vendor’s performance under a contract with Washington County.

13. Is vendor currently in default on any loan agreement or financing agreement with any bank, financial institute, or other entity? If yes, specify date(s), details, circumstances and prospects for resolution.

   □ Yes      □ No

14. Does any current relationship whether a relative, business associate, capital funding agreement or any other such kinship, exist between vendor and any Washington County employee or official? If yes, please explain relationship.

   □ Yes      □ No

15. Are there any circumstances impacting vendor that could affect vendor’s ability to perform under any award made through the RFP process?

   □ Yes      □ No
Attachment 3 – Corporate Annual Report

Insert the vendor’s corporate annual report here as Attachment 3.
Attachment 4 – Vendor Offer Signature and Certification

The undersigned has carefully examined all instructions, requirements, specifications, terms and conditions of this RFP; understands all instructions, requirements, specifications, terms and conditions of this RFP; and hereby offers and proposes to furnish the products and/or services described herein at the prices quoted, and in accordance with the requirements, specifications, terms and conditions of this RFP.

The vendor also certifies:

1. Its proposal is a valid and irrevocable offer for Washington County (County) acceptance until ______________, to allow time for evaluation, negotiation, selection, and any unforeseen delays, and that its proposal, if accepted, shall remain valid for the life of the contract.
2. It is a reputable company regularly engaged in providing products and/or services necessary to meet requirements, specifications, terms and conditions of the RFP.
3. It has the necessary experience, knowledge, abilities, skills, and resources to satisfactorily perform the requirements, specifications, terms and conditions of the RFP.
4. It is aware of, is fully informed about, and is in full compliance with all applicable federal, state and local laws, rules, regulations and ordinances.
5. All statements, information and representations prepared and submitted in response to this RFP are current, complete, true and accurate. Vendor acknowledges that the County will rely on such statements, information and representations in selecting the successful vendor.
6. It is not currently debarred or suspended from doing business with the federal government, the state of Minnesota, or any of their respective agencies.
7. It shall be bound by all statements, representations, warranties, and guarantees made in its proposal, including but not limited to, representations as to price, performance, and financial terms.
8. Submission of a proposal indicates the vendor’s acceptance of the evaluation technique and the vendor’s recognition that some subjective judgments may be made by the County as part of the evaluation.
9. It understands and agrees that the County will not treat any information, document, or materials submitted by vendor as confidential unless vendor strictly adheres to the procedures set forth in the “Proposal Submission” and that such information, documents, or materials not conforming will be governed by the County and Minnesota Data Practices Act (Minnesota Statute 13). Vendor further agrees that the County may disregard confidentiality notices on fax coversheets and email headers/footers as well as copyright designations that accompany or are contained on material or documents submitted as part of vendor’s proposal, it being understood and agreed that all material and documents not conforming to the procedures set forth in the “Proposal Submission” will be governed by the County and Minnesota Data Practices Act (Minnesota Statute 13).

Vendor Name: __________________________________________

Vendor Address: __________________________________________

City: ___________________________ State: ________ Zip Code: ___________________________

Phone: __________________ Fax: _______________ E-mail: ___________________________

I certify that I am a duly authorized representative of the vendor listed above. The County is hereby authorized to request from any individual or company any information it deems necessary to verify any information provided by vendor in its proposal and to determine the capacity and responsibility of vendor as a prospective vendor with the County.

Signature: __________________________________________ Date: _______________

Name: __________________________________________ Title: ______
Attachment 5 – Certificate of Insurance

Insert the vendor’s Certificate of Insurance here.
Attachment 6 – Customer References

Reference (1):
Customer Name: ____________________________________________________________
Address: ____________________________ City ________________ State _____ Zip ______
Contact Name: ______________________ Telephone: ______________ Email: __________
Identify the components installed and services provided:

Contract date: _____________  Go live date: ______________ (or approximate project completion date)

Reference (2):
Customer Name: ____________________________________________________________
Address: ____________________________ City ________________ State _____ Zip ______
Contact Name: ______________________ Telephone: ______________ Email: __________
Identify the components installed and services provided:

Contract date: _____________  Go live date: ______________ (or approximate project completion date)

Reference (3):
Customer Name: ____________________________________________________________
Address: ____________________________ City ________________ State _____ Zip ______
Contact Name: ______________________ Telephone: ______________ Email: __________
Identify the components installed and services provided:

Contract date: _____________  Go live date: ______________ (or approximate project completion date)

Reference (4):
Customer Name: ____________________________________________________________
Address: ____________________________ City ________________ State _____ Zip ______
Contact Name: ______________________ Telephone: ______________ Email: __________
Identify the components installed and services provided:

Contract date: _____________  Go live date: ______________ (or approximate project completion date)
Attachment 7 – Vendor Abilities and Product Information

1. Provide a statement of vendor’s ability to meet Washington County’s (County) objectives:

2. Describe implementation approach, project management tools, proposed work plan and estimated project implementation timeline:

3. Provide a statement defining vendor’s ability to meet the County’s security requirements:

4. Provide a statement defining vendor’s ability to comply with the County’s current infrastructure standards:

5. Describe conversion plan:

6. Provide information regarding vendor’s product support:

7. Provide information on vendor’s software release strategy:
   - Determination of functionality and priority in new releases
   - Ability to prioritize and include statutory changes in new releases prior to the effective date of the statutory change
   - Forum for the County to direct future functionality
   - How often new releases are made available
   - How new releases are tested
   - How new releases are communicated to clients
   - Type of training supplied with new releases
   - Recent history of releases

8. Provide a description and copy of all warranties associated with the proposed application:

9. Provide software escrow information or source code availability:

10. Describe required third-party software packages and describe licensing requirements:

11. Describe skill set and training requirements for:
   - IT support personnel
   - System administrators
   - End users

12. Describe training that is provided by the vendor:
Attachment 8 – Vendor’s Technical Strategies

Provide information on the following questions.

1. **Security**
   - Define the system’s ability to secure system access, and how it provides for proper user validation and control of the user's ability to access, view, and update information.
   - Explain the system’s role-based security access and how you restrict access by module and field.
   - Explain how the security system limits access to queries and reports consistent with the user’s access permissions.

2. **Network Security**
   - What are the system’s network security requirements - placement in the network (ex: DMZ or internal), ports/protocols used for communication through firewalls?
   - Will you, the vendor, need access to Washington County’s technology infrastructure to provide support for the proposed solution? If yes, document your typical approach explain what you will need Washington County to provide in regards to granting, access, privileges, etc. Note: You will need to agree to sign Washington County’s Vendor/Contractor Information Technology Acceptable Use Policy Acknowledgement Form, a copy is attached to this RFP.

3. **Database & Software**
   - Provide a conceptual data model representing your system.
   - What are the standardized distributed data management services that are utilized (e.g. validation, consistency checks, data edits, encryption, and transaction management) and where there stored?
   - What data, if any, from Washington County, other vendors or third-party applications will be needed to launch this solution?
   - Describe your process to remove/destruct data from archives for both hosted and non-vendor hosted solutions.
   - How are the data records archived in the system?

4. **Software Releases/Versions**
   - What is your process for patches and critical fixes?
   - What type of documentation is provided with releases/patches?
   - Provide last year’s release schedule that includes patches.
   - How do you determine what functionality is provided in future software releases, and how does the client provide input?
   - How do you prioritize and include statutory changes in new releases prior to the effective date of the statutory change?
- How often are new releases\versions available?
- How are customers notified of new releases\versions?
- What is your testing process for new releases?
- Do you follow a change management process? If yes, explain.
- Do you guarantee support for software while the systems are covered under warranty and/or by maintenance contracts?

5. **Software Requirements**

- Describe the client connection that will be used for the proposed solution (browser-based, full client, thin client, etc.).
- Is it understood that Washington County owns the data and if Washington County no longer holds a contract with the vendor, the vendor will provide Washington County with a means to access the data along with the database and the table structure?
- Describe licensing requirements for production, training, and development.

6. **System Architecture**

- What solution/s is your company proposing: vendor hosted (SaaS) or Washington County host?
- Provide information on the system processes that will permit and provide for a full backup and recovery.
- Describe how the system will permit/provide for mirroring capabilities.
- What are your recommended hardware and software specifications for Washington County to use in order to operate your system (Server Type, Server Size, Server Memory, SAN, etc.)?
- What user end-point devices are part of this solution? Describe what and how your application design supports a variety of end-user devices (desktop, laptop, mobile device/Smartphone).
- Provide a certification list of all applications, operating system software, and versions used and/or supported as well as the recommended software and versions for any components that will be deployed in or integrated with any of Washington County’s infrastructure or applications.
- Describe your proven tools and solutions to integrate to the customer’s business applications (i.e. JD Edwards EnterpriseOne, RecordEase, Creditron, and Thomson Reuters Aumentum Systems) needed for this project.
- Does the system have any "special" or nonstandard network requirements?

7. **Vendor Hosted**

- Describe your backup and recovery procedures.
- What is your disaster recovery plan; how soon do you guarantee the system will be functioning, partially/entirely?

- Describe how you maintain the customer’s data for integrity to be maintained as additional data is added to the system.

- Does your system/services provide an uptime of 99% or higher? Past uptime rate?

- Do you provide Help Desk Support (Phone, web based, email) Monday through Friday 7am - 6 pm and Saturday 8:00am to 12:00pm Central time? Describe the support opportunities outside the hours specified.

8. Training
- Describe the type of training that is provided with the new system and with new releases.

- Describe the skill set and training requirements for: IT support personnel, system administrators, and end users.

9. Technical Support
- Describe and outline the roles and responsibilities that will be provided by you, the vendor, and the expectations you the vendor have for Washington County as it relates to problems, incidents, knowledge, patching, endpoint protection, testing, and general support.

- What will be expected of Washington County’s Technicians; will they need to have and use specific solution(s)?

- What is your Support Maintenance Agreement? Describe your support policy plans including cost.

- If remote support is necessary, can it be done through Citrix?

- Describe how you provide ongoing software maintenance support and how critical issues are handled.

10. Warranty
- Provide a description and copy of all warranties associated with the proposed application.

11. Project Management
- What would be your project manger’s role with Washington County?

- How would your project manager oversee the project through all phases?

- Describe your implementation approach, project management tools, proposed work plan and estimated project implementation timeline.
Attachment 9 – Proposed System Diagram

Insert a diagram of the vendor’s recommended hardware design that would adequately meet the requirements as identified in the RFP. Include recommended hardware/network specifications where applicable.
Attachment 10 – Additional RFP Response Information

Vendor may attach any additional information that it feels would help Washington County evaluate their submission at the end of the RFP response. Provide details regarding any special services or product characteristics, or other benefits offered, or advantages to Washington County in selecting your company’s product or service.
Exhibit 1 – Information Technology Usage Agreement

Vendor/Contractor Information Technology Acceptable Use Policy
Acknowledgement Form

All employees and agents of vendors and contractors who will access Washington County information technology in the course of their work for Washington County ("vendor personnel") are required to sign this document indicating their willingness to comply with Washington County Policy #3801 – Acceptable Use Policy for Utilizing Information Technology Systems and Resources, prior to accessing any Washington County Information Technology tools, systems or services.

The term “Information Technology tools, systems or services” is defined as any equipment (device or software) that is used to access the county’s network, electronic messaging (ex. Voice messaging and telephony services, radio, e-mail, etc.), storage, transmission, or use of all computer files, and all activities relating to the concept of the Internet (includes the county’s intranet, and all external networks accessible to users).

1. Vendor personnel have no expectation of privacy in any electronic communications, use of Washington County property, or Internet access. Washington County reserves the right to review, audit, or monitor any information technology used by vendor personnel.
2. All vendor personnel shall use only accounts authorized by Washington County.
3. Vendor personnel may access only those resources for which they are specifically authorized.
4. All user-level system access, (ex. Network login, e-mail, desktop computer, application, system, etc.), must occur through a password protected account that conforms to the following guidelines:
   a. All user-level passwords must include a mix of numbers, letters, and special characters, and must be at least 8 characters in length.
   b. All system administration passwords must include a mix of numbers, letters, and special characters and must be at least 10 characters in length.
   c. Passwords shall remain confidential. Passwords are not to be shared, except as specifically requested by individual department heads.
   d. Passwords shall never be displayed, printed, or otherwise recorded in an unsecured manner. User account and password information must not be inserted into any form of electronic communication or storage, (ex. E-mail, or electronic document), without using encryption methods and tools approved by the Information Technology Department.
   e. Passwords shall be changed every 90 days.
   f. A standard, default password is not to be used for groups of users.
5. Vendor personnel are personally responsible for safeguarding their account and logon information.
6. Vendor personnel are not permitted to script their user IDs and passwords for log-on access.
7. Vendor personnel are not permitted to allow another person to log-on to any computer utilizing their personal account, nor are they permitted to utilize someone else’s account to log-on to a computer. Authorized system or service accounts may be used by multiple people.
8. Vendor personnel may not leave their workstation logged onto the network while away from their area. Vendor personnel may elect to lock the workstation rather than logging off when leaving for very short time periods.
9. Vendor personnel shall maintain a log, left with the computer, of all software loaded onto any Washington County computer. The software must have been approved in writing by the Director of Information Technology or designee.
10. Vendor personnel shall execute only applications that pertain to their specific contract work.
11. Vendor personnel shall promptly report log-on problems or any other computer errors to the IT Help Desk (651-430-5411).
12. Vendor personnel shall promptly notify the Director of Information Technology, or designee, if they have any reason to suspect a breach of security.
13. Vendor personnel shall promptly report anything that they deem to be a security loophole or weakness in the computer network to the Director of Information Technology or designee.
14. Vendor personnel shall not install or use any type of encryption device or software on any Washington County hardware, which has not been approved in writing by the Director of Information Technology or designee.
15. Vendor personnel shall not attach any device to the Washington County network without written approval from the Information Technology Director or designee.
16. Vendor personnel may not remove any computer hardware from a Washington County building for any reason, without prior written approval from the Director of Information Technology or designee.
17. Vendor personnel shall not delete, disable, or bypass any authorized encryption device, or anti-virus or other software program, installed on Washington County hardware.
18. Vendor personnel shall not attach any network or phone cables to any Washington County device without written approval from the Director of Information Technology or designee.
19. Vendor personnel may not copy any data and/or software from any device, that is a public resource for personal use.
20. Washington County data and/or software shall not be removed from a Washington County building without prior written approval from the Director of Information Technology or designee.
21. Vendor personnel may not utilize Washington County computer systems or networks for any of the following reasons:
   a. Game playing;
   b. Internet surfing not required for their work activity;
   c. Non-related work activity; or
   d. Any illegal activity.
   e. Downloading of files from the Internet. If files are needed for your work, contact Washington County Information Technology personnel.
22. Vendor personnel are prohibited from intercepting or monitoring network traffic by any means, including the use of network sniffers, unless authorized in writing by the Director of Information Technology or designee.
23. Vendor personnel may not give out any Washington County computer information to anyone. Exception: other vendor personnel needing the information to complete tasks and who have signed this agreement. Information includes but is not limited to: IP addresses, security configurations, etc.
24. All data storage media shall be erased or destroyed prior to disposal.
25. Vendor personnel may not remove or delete any computer software without the written approval of the Director of Information Technology or designee.
26. Vendor personnel shall not attempt to obtain or distribute Washington County system or user passwords.
27. Vendor personnel shall not attempt to obtain or distribute door pass codes/passkeys to secured rooms at any Washington County facility for which they are not authorized.
28. All equipment issued to vendor personnel will be returned in good condition to Washington County upon termination of the Washington County/vendor personnel relationship.
29. Vendor personnel may not use Washington County Information Technology to send receive threatening, obscene, abusive, sexually explicit language or pictures.
30. Vendor personnel are prohibited from causing Washington County to break copyright laws.
31. Use by vendor personnel of any Washington County information technology will acknowledge acceptance of the above-referenced policies. Any vendor employee who violates any of these policies shall be subject to disciplinary action, including total removal from the Washington County project as well as being subject to Minnesota civil and criminal liability. Disciplinary action may include Washington County requesting the vendor consider demotion, suspension and termination.

Printed Name:

Signature: ____________________________

/Date