



Request for Proposal

RFP # 20-086

Request for Proposals for Personnel Scheduling Software Consultant

Wake County Government
Wake County Justice Center – Room 2900
301 S. McDowell Street
Raleigh, North Carolina 27602

Proposals are due November 19, 2020 before
3:00 pm.

All time listed is local time to Wake County

Table of Contents

1.0 Introduction

1.1	Introduction.....
1.2	County Overview
1.3	Scope of Services.....
1.4	Facility Locations
1.5	Tentative Schedule.....

2.0 General Submittal Requirements

2.1	Proposal Contact
2.2	Proposal Submittal Requirements
2.3	Proposer Expenses
2.4	Interpretations, Discrepancies and Omissions.....
2.5	Pre-Proposal Questions
2.6	Non-Disclosure of County Information.....
2.7	Retention of Proposer Material

3.0 General Terms and Conditions

3.1	Certification.....
3.2	Conflict of Interest
3.3	Assignment
3.4	Indemnification
3.5	Independent Contractor.....
3.6	Payment
3.7	Insurance.....
3.8	Governing Law.....
3.9	Confidential Information/Public Records Law
3.10	Compliance with Laws and Regulations.....
3.11	Acceptance
3.12	Additional Services
3.13	E-Verify.....
3.14	Iran Divestment Act.....
3.15	Federal Uniform Guidance.....

4.0 Detailed Submittal Requirements

4.1	Proposal Format
4.2	Letter of Transmittal
4.3	Executive Summary.....
4.4	Scope of Services.....
4.5	Company Background and Relevant Team Experience
	4.5.1 Company Background
	4.5.2 Team Experience
4.6	Client References



4.7 Cost Proposal.....

5.0 Evaluation Criteria

5.1 Selection Participant.....
5.2 Evaluation of Proposals.....
5.3 Award.....

1 Introduction

1.1 Introduction

Wake County Sheriff's Office ("WCSO") in Raleigh, North Carolina is seeking proposals from a qualified consultant or consulting firm to assist with procurement of a new Personnel Scheduling Software and assessment of current personnel schedules.

The Sheriff has jurisdiction throughout Wake County, including both the incorporated and unincorporated areas. Wake County Sheriff's Office currently employs approximately 1,000 employees and several contracted workers. WCSO is a 24-hour, 7 day a week operation and it is separated into multiple divisions. These divisions follow several different schedules, including but not limited to a standard business day, alternating shifts, rotating shifts, on-call and overtime schedules as defined by Fair Labor Standards Act.

1.2 County Overview

Wake County is in North Carolina and has a population exceeding 1,000,000 residents. The County consists of 12 municipalities and includes Raleigh, the County seat and State Capital. A unique mix of urban and rural small towns distinguish Wake County from other counties and provides something for every lifestyle.

1.3 Scope of Services

The scope of services covered in this RFP is to assist the WCSO with; (1) an assessment of the current personnel schedules, (2) procurement and project management support for a new Personnel Scheduling Software platform, (3) the implementation and training of the scheduling software selected.

A. An assessment of current personnel schedules in the WCSO.

What the consultant is tasked with in this step:

- 1) On-site review of day-to-day schedules of all divisions within the WCSO. The consultant will be asked to review all division's schedules and assess them for efficiency.
- 2) The consultant should review the management and monitoring of both on-duty and off-duty schedules.
- 3) Work with the Off-Duty Coordinator to ensure all private employers and overtime positions are adequately filled.

Examples of services or products the consultant will deliver:

- 1) Provide a written recommendation of all findings and solutions to be presented to WCSO division heads. Recommendations shall include solutions to reduce overtime needs while maintaining sufficient coverage based upon defined criteria when feasible.
- 2) Make recommendations on how to balance schedules for all off-duty and overtime requests.

B. Procurement and project management support for a new Personnel Scheduling Software platform for the WCSO.

What the consultant is tasked with in this step:

- 1) Development of an RFP to procure a new Personnel Scheduling software for the WCSO. The new platform will replace the current paper and Excel-based on-duty scheduling systems and the "Cover Your Assets" Off Duty scheduling system currently being utilized by WCSO. The Personnel Scheduling Software will integrate with Wake County's payroll system and the WCSO's personnel management systems.
- 2) Assist with defining reporting requirements to include in the RFP.
- 3) Review RFP responses and assist WCSO personnel and Wake County Procurement Services with the scoring and selection process. This includes coordination of Personnel Scheduling Software vendor presentations and meetings with the software company representatives to ensure systems are applicable for all WCSO purposes.
- 4) Assist the WCSO in direct contract negotiations with the selected Personnel Scheduling Software vendor ensuring:
 - a. Favorable contract business and operational terms that will help foster timely and responsive completion of the project.
 - b. Appropriate system maintenance.
 - c. Cost is minimized during contract negotiations.
- 5) Work with the WCSO legal team to ensure the proposed Personnel Scheduling Software is in compliance with the current WCSO and Wake County policy and procedures and provide recommendations for any updates or changes. In addition, ensure that all changes adhere to all applicable Federal and State laws.

C. Implementation and training of the scheduling software selected.

What the consultant is tasked with in this step:

- 1) Provide oversight support to the WCSO including monitoring the selected Personnel Scheduling Software vendor's activity to ensure project schedule compliance.
- 2) Participate in regular project meetings to review progress, receive reports on project events, and discuss any problems that have arisen or are expected.
- 3) Ensure that work is being performed by the selected Personnel Scheduling Software vendor appropriately and consistent with the contract.

It is expected that the Vendor will be able to provide a comprehensive set of services including but not limited to:

Candidates must have a minimum of 5 years of hands-on business experience with scheduling and human resources. The following areas are preferable:

1. Experience writing RFPs and RFIs
2. Experience conducting client interviews and leading business process discussions
3. Ability to analyze tradeoffs and form recommendations to the client and vendor
4. Strong interpersonal, problem-solving and conflict resolution skills
5. Excellent organization and time management skills
6. Responsiveness to both vendor and client needs and requests
7. Familiarity with standard software products such as Excel, Word, Visio



- 8. Experience with law enforcement or government personnel schedule requirements such as FLSA cycles, shift differentials and overtime with an understanding of how these requirements impact payroll process and reporting.

1.4 Facility Locations

The Wake County Sheriff's Office has several locations within Wake County. The three main facilities the consultant will work at will be:

Public Safety Center (PSC)
330 S. Salisbury St.
Raleigh, NC 27602

Wake County Detention Center (WCDC)
3301 Hammond Rd.
Raleigh, NC 27603

Wake County Law Enforcement Training Center (LETC)
2300 Law Enforcement Dr.
Raleigh, NC 27610

1.5 Tentative Schedule

Date	Event
10/20/2020	RFP Published
10/30/2020	Last Day to Submit Questions
11/6/2020	Responses to Questions Provided
November 19, 2020 before 3pm	Vendor RFP Submission Deadline
November 20, 2020- December 09, 2020	Committee to Review All Submissions
December 11, 2020	Selection of Consultant or Firm
TBD	Contract Start Date

2 General Submittal Requirements

2.1 Proposal Contact

This RFP and any subsequent action taken as a result thereof issued by Wake County Procurement Services is in accordance with North Carolina General Statutes on behalf of the Wake County Sheriff's Office. Proposal responses should be submitted as outlined below in Section 2.2. In regards to this RFP and subsequent procurement process, vendors shall make NO CONTACT, either written or verbal, with any Wake County employee, staff member, or Board of Commission member during the period beginning with the issuance of this document through approval of award unless authorized by the proposal contact. Any attempt by a Proposer to contact or influence any of the aforementioned will result in the immediate disqualification of the Proposer from award for services on this RFP.

Proposal Contact:
Tom Wester
Wake County Procurement Services
301 S. McDowell St
Raleigh, NC 27601
twester@wakegov.com
919-856-6153

2.2 Proposal Submittal Requirements

Each Proposer is required to follow instructions outlined in this RFP. Proposal responses may be submitted by email to:

Wake County Purchasing Bids@wakegov.com

Proposal responses must be received before **3:00 pm, November 19, 2020.**

Paper copies may be submitted and delivered by courier as well. If submitting paper copies, include (1) electronic copy on flash drive.

Do Not Submit Questions to the Above Address. Use the email address in Section 2.4.

- Acceptable file types are: Word, Excel, pdf, and like.
- Zip files will be rejected.
- All files will be submitted for virus scan. Any files containing such will be rejected with no automatic re-submittal.
- Files submitted are to be directly related to the subject RFP. No promotional type material will be considered. Proposers should submit their responses via email to the mailbox listed above.
- Any failure of a file to be received, for any reason, will be totally a vendor / submitter responsibility.

The Proposer's name, RFP number, and proposal submission closing time and date must be marked clearly in the body of email submission. The time of receipt shall be determined by the time showing on Wake County email system. The County will not be held responsible for the failure of any email or delivery service to deliver a proposal response prior to the stated proposal due date and time. It is solely the Proposer's responsibility to: (1) Ascertain that they have all required and necessary information, documents and addenda, prior to submitting a response; (2) Ensure that the response is received within stated time parameters. Late responses, regardless of delivery means, will not be accepted. The County cannot receive zip files.

2.3 Proposer Expenses

The County will not be responsible for any expenses incurred by any Proposer in the development of a response to this Request for Proposal or any other activities associated with this procurement including but not limited to any onsite (or otherwise) interviews and/or presentations, and/or supplemental information provided, submitted, or given to Wake County and/or its representatives. Further, the County shall reserve the right to cancel the work described herein prior to issuance and acceptance of any contractual agreement by the recommended Proposer even if the Board of Commissioners has formally accepted a recommendation.

2.4 Interpretations, Discrepancies, and Omissions

Should any Proposer find discrepancies, omissions or ambiguities in this RFP, the Proposer may request by email an interpretation or clarification on or before **October 30, 2020**. All questions will be answered to the extent possible in the form of addenda to the RFP. Any such addenda will be made available on the County's website ASAP following the deadline for Proposers to submit questions. Requests for clarification should be emailed to:

Wake County Purchasing Director, Tom Wester twester@wakegov.com

Failure to request an interpretation will be considered evidence that the Proposer understands the provision of the RFP.

The issuance of a written addendum is the only official method by which interpretation, clarification or additional information will be given by the County. Only questions answered by formal written addenda will be binding. Oral and other interpretations or clarification will be without legal effect. It is the County's intent not to issue any addenda after **November 6, 2020**.

2.5 Pre-Proposal Questions

The County will also make a good faith effort to provide other data or attachments, if the request will further clarify the project's scope. All requests for further information shall be received by the County on or before **October 30, 2020**. Requests should be emailed to:

Wake County Purchasing Director, Tom Wester, twester@wakegov.com.

A copy of all answers and further clarifications provided by the County to those making inquiries will be posted as an addendum to the RFP on the County's website by **November 06, 2020**.

2.6 Non-Disclosure of County Information

The Proposer and its agents shall treat all data and information gathered by the Proposer and its agents, including this RFP and all reports, recommendations, specifications, and data as confidential. The Proposer and its agents shall not disclose or communicate the aforesaid matters to a third party or use them in advertising, propaganda, and/or in another job or jobs, unless written consent is obtained from the County.

2.7 Retention of Proposer Material

Any and all information submitted in conjunction with this RFP and the evaluation process will not be returned to the respondent

3 General Terms and Conditions

3.1 Certification

The Proposer hereby certifies that it has carefully examined this Request for Proposal and the Proposer certifies that it understands the scope of the work to be done and that the Proposer has knowledge and expertise to provide the scope of the work. By signature on the response to the RFP, the Proposer certifies that its proposal is made without prior understanding, agreement, or connection with any corporation, firm or person submitting a proposal for the same materials, supplies, or equipment, and is in all respects fair and without collusion or fraud, so that all proposals for the purchase will result from free, open and competitive proposing among all vendors. Further, the Proposer certifies that it understands that collusive bidding/proposing is a violation of Federal law and can result in fines, prison sentences, and civil damage awards.

3.2 Conflict of Interest

By submission of a response, the Proposer agrees that at the time of submittal, it: (1) has no interest (including financial benefit, commission, finder's fee, or any other remuneration) and shall not acquire any interest, either direct or indirect, that would conflict in any manner or degree with the performance of Proposer's services, or (2) will not benefit from an award resulting in a "Conflict of Interest." A "Conflict of Interest" shall include holding or retaining membership, or employment, on a board, elected office, department, division or bureau, or committee sanctioned by and/or governed by Wake County. Proposers shall identify any interests, and the individuals involved, on separate paper with the response and shall understand that the County, in consultation with legal counsel, may reject their proposal.

3.3 Assignment

No assignment of the Proposer's obligations or the Proposer's right to receive payment hereunder shall be permitted without prior consent of the County. The Proposer may not sell, assign, transfer or convey the contract resulting from this RFP, in whole or in part, without the prior written approval from the County.

3.4 Indemnification

The Firm will indemnify and hold the County harmless from any and all liability, expense, judgment, suit, or cause of action for personal injury, death, or direct damage to tangible property which may accrue against the County to the extent it is caused by the negligence of Firm, its sub-contractors, or their employees or agents, while performing duties under this Agreement, provided that the County gives the Firm prompt, written notice of any such claim or suit. The County shall cooperate with Firm in its defense or settlement of such claim or suit. This section sets forth the full extent of the Firm's general indemnification of the County from liabilities that are in any way related to Firm's performance under this Agreement.

3.5 Independent Contractor

It is understood that in the performance of any services herein provided, the Proposer shall be, and is, an independent contractor, and is not an agent or employee of the County and shall furnish such services in its own manner and method, except as required by this contract. Further, the Proposer has, and shall retain the right to exercise full control over the employment, direction, compensation, and discharge of all persons employed by the Proposer in the performance of the services hereunder. The Proposer shall be solely responsible for, and shall indemnify, defend, and save the County harmless, from all matters relating to the payment of its employees, including compliance with Social Security, withholding, and all other wages, salaries, benefits, taxes, exactions, and regulations of any nature whatsoever.

3.6 Payment

Payment for the services rendered pursuant to the Agreement resulting from this RFP shall be made in amounts and at times set forth in the Agreement and shall be made upon receipt of original invoice(s) in accordance and in conformity with payment dates for bills and claims as established by the County. Prior to payment, the Firm must submit an original dated itemized invoice of services rendered. (Photographs or facsimiles of invoices will not be accepted.) Any reimbursement for expenses as allowed in the Agreement that are included in the invoice(s) must be supported with attached original billings for such expenses.

3.7 Insurance

Proposers shall obtain, at their sole expense, all insurance required in the following paragraphs and shall not commence work until such insurance is in effect and certification thereof has been received by Wake County's Finance Department.

Workers' Compensation Insurance with limits for Coverage A: Statutory for State of North Carolina, and Coverage B - Employers Liability: \$500,000 each accident/disease each employee/disease policy limit.

Commercial General Liability with limits not less than \$1,000,000 per occurrence and \$2,000,000 aggregate.

Commercial Automobile Liability with limits not less than \$1,000,000 per accident for bodily injury and property damage applicable to any vehicle used during performance of services, including coverage for owned, hired, and non-owned vehicles. Evidence of commercial automobile coverage is only required if vehicles are used in the provision of services under this Agreement.

Professional Liability (Errors and Omissions) with limits not less than \$1,000,000 per claim and \$2,000,000 aggregate.

Cyber Liability Insurance, with limits not less than \$3,000,000 per claim. Coverage shall be sufficiently broad to respond to the duties and obligations undertaken by Provider in this Agreement regarding sensitive information in any form in Provider's care, custody, or control, and shall include but not be limited to third party liability coverage for loss resulting from denial of service, unauthorized access, security failure, system failure, extortion, or any failure to prevent disclosure of sensitive information, including but not limited to Confidential Information (defined herein). Breach/crisis response coverage must include actions required by federal and/or state statutes, and include but not be limited to notification, call center costs, regulatory fines and penalties, investigation, and identity theft and credit report services, with limits sufficient to respond to these obligations.

All insurance companies must be authorized to do business in North Carolina and have an AM Best rating of "A-/VII" or better; or have reasonable equivalent financial strength to the satisfaction of Wake County's Finance Department. If any required insurance policy expires during the term of this Agreement, Proposer must provide a certificate of insurance to the Wake County Finance Department as evidence of policy renewal prior to such policy expiration. Proposer shall be responsible for providing the Wake County Finance Department with 30-day notice of insurance policy cancellation or non-renewal during the term of this Agreement and for three years subsequent for any claims made coverage.

Response to this RFP indicates the ability to procure the coverages specified above. If Provider does not meet the insurance requirements specified above, alternate insurance coverage satisfactory to Wake County may be considered. Any request for consideration of alternate coverage must be presented within Proposer's response to this RFP.

3.8 Governing Law

This RFP and any contract resulting therefrom shall be governed by and construed according to the laws of the State of North Carolina. Should any portion of any contract be in conflict with the laws of the State of North Carolina, the State laws shall invalidate only that portion. The remaining portion of the contract(s) shall remain in effect.

3.9 Confidential Information/Public Records Law

INFORMATION SUBMITTED IN RESPONSE TO REQUESTS FOR BIDS, PROPOSALS, AND OTHER PROCUREMENT METHODS SUBJECT TO PUBLIC RECORDS LAW

Wake County is subject to North Carolina's Public Records Act located in Chapter 132 of the North Carolina General Statutes. As a result, information submitted to and received by Wake County in response to a Request for Proposal/Request For Bid/Request For Quote/Request for Qualifications, or any other procurement method (collectively "Procurement Process"), is considered public record and may be released for public inspection after the contract award, or as otherwise permitted under NCGS § 143, without further notice to the proposer. The County does not intend to elicit confidential or trade secret information in response to a Procurement Process and assumes no responsibility for the submission of such information. Wake County reserves the right to share any information submitted in response to a Procurement Process with any person(s) or firm(s) involved in the review and evaluation phase of the Procurement Process.

CONFIDENTIAL OR TRADE SECRET INFORMATION

If a proposer nonetheless submits information in a bid proposal or other response to a Procurement Process and it considers such information to be confidential, then all four requirements of [NCGS 132-1.2](#) "Confidential Information" must be met for the County to consider withholding the information from public inspection in response to a public records request. **Among other legal requirements, information deemed to be "confidential" or "trade secret" by proposer must be clearly marked as such on the face of the document(s) at the time of the initial disclosure/submittal of RFP.** In addition, although not required by law, Wake County requests that any proposer who submits a proposal or response containing any such designation of confidentiality also submit a second copy of the proposal or response with the respective page(s) or section(s) redacted. The County will not agree to withhold an entire proposal or response from public inspection, thus proposers should refrain from including blanket restrictions on disclosure or all-encompassing claims of confidentiality.

When a public records request is made for information contained in or attached to a proposal or response that has been clearly marked as "trade secret" or "confidential" upon its submission, Wake County may, in its discretion and without further notice, release the redacted copy of the proposal or response to the requester if one has been previously submitted. Otherwise, the proposer will be notified of the request and given an opportunity to provide within a reasonable period a written explanation of the basis for claiming protection under N.C.G.S. 66-152 and N.C.G.S. 132-1 and/or a redacted proposal or response. The County shall make the final determination on release of the information. Should any civil action be brought against the County in an effort to compel or prevent the disclosure of information contained in a proposal or response that is deemed confidential by a proposer, the proposer may participate at its own expense; and by deeming any information in a proposal or response confidential, proposer further agrees to indemnify and hold harmless the County for and against any costs incurred by the County as a result of such litigation, including but not limited to fees or expenses arising out of N.C.G.S. 66-153 and N.C.G.S. 132-9.

3.10 Compliance with Laws and Regulations

Proposer must comply with all applicable State and Federal Laws. In the event any Governmental restrictions may be imposed which would necessitate alteration of the material, quality, workmanship or performance of the items offered on this proposal prior to their delivery, it shall be the responsibility of the successful Proposer to notify Wake County at once, indicating in their letter the specific regulation which required such alterations. The County reserves the right to accept any such alterations, including any price adjustments occasioned thereby, or to cancel the contract.

3.11 Acceptance

Submission of any proposal indicates a Proposer's acceptance of the conditions contained in this RFP unless clearly and specifically noted otherwise in the proposal.

Furthermore, the County is not bound to accept a proposal on the basis of lowest price, and further, the County has the sole discretion and reserves the right to cancel this RFP, and to reject any and all proposals, to waive any and all informalities and/or irregularities, or to re-advertise with either the identical or revised specifications, if it is deemed to be in the County's best interests to do so. The County reserves the right to accept or reject any or all of the items in the proposal, and to award the contract in whole or in part and/or negotiate any or all items with individual Proposers if it is deemed in the County's best interest. Moreover, the County reserves the right to make no selection if proposals are deemed to be outside the fiscal constraint or not in the best interest of the County.

3.12 Additional Services

The County reserves the right to negotiate additional services with the Firm at any time after initial contract award.

3.13 E-Verify

To ensure compliance with the E-Verify requirements of the General Statutes of North Carolina, all contractors, including any subcontractors employed by the contractor(s), by submitting a bid, proposal or any other response, or by providing any material, equipment, supplies, services, etc, attest and affirm that they are aware and in full compliance with Article 2 of Chapter 64, (NCGS64-26(a)) relating to the E-Verify requirements.

3.14 Iran Divestment Act

By signing this agreement; accepting this contract/purchase order; or submitting any bid, proposal, etc., vendors and contractors certify that as of the date of execution, receipt, or submission they are not listed on the Final Divestment List created by the NC Office of State Treasurer pursuant to [NCGS 147 Article 6E, Iran Divestment Act](#), Iran Divestment Act Certification. Vendors and contractors shall not utilize any subcontractor that is identified on the Final Divestment List.

In addition:

Any organization defined under NCGS 147-86.80(2), Divestment from Companies Boycotting Israel, shall not engage in business totaling more than \$1,000 with any company/business, etc.

that boycotts Israel. A list of companies that boycott Israel is maintained by the NC Office of State Treasurer, pursuant to NCGS 147-86.81(a)(1). Any company listed as boycotting Israel is not eligible to do business with any State agency or political subdivision of the State.

3.15 Federal Uniform Guidance:

If the source of funds for this contract is federal funds, the following federal provisions apply pursuant to 2 C.F.R. § 200.326 and 2 C.F.R. Part 200, Appendix II (as applicable):

Equal Employment Opportunity (41 C.F.R. Part 60); Davis-Bacon Act (40 U.S.C. 3141-3148); Copeland "Anti-Kickback" Act (40 U.S.C. 3145); Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708); Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387); Debarment and Suspension (Executive Orders 12549 and 12689); Byrd Anti-Lobbying Amendment (31 U.S.C. 1352); Procurement of Recovered Materials (2 C.F.R. § 200.322); and Record Retention Requirements (2 CFR § 200.324)

4 Detailed Submittal Requirements

4.1 Proposal Format

Each proposer shall prepare their proposal in accordance with the instructions outlined in this section. Each proposal shall be in PDF text searchable format. All pages should be portrait orientation. Preferred font is Arial in eleven (11) point. *Imbedded charts or screenshots are not restricted to portrait orientation or font type/size requirement; however, best judgment should be used for decipherability and presentation value of proposal.*

Proposals should be prepared as simply as possible and provide a straightforward, concise description of the Proposer's capabilities to satisfy the requirements of the RFP. Utmost attention should be given to accuracy, completeness, and clarity of content. All parts, pages, figures, and tables should be numbered and clearly labeled.

4.2 Letter of Transmittal

The letter of transmittal shall attest to Proposer's understanding of the RFP and to the accuracy of the proposal being submitted. The letter shall be signed by an individual authorized to execute binding legal documents on behalf of the Proposer.

Each proposal shall make the following representation and warranty in the Letter of Transmittal, the falsity of which might result in rejection of its proposal: "The information contained in this proposal or any part thereof, including any exhibits, schedules, and other documents and instruments delivered or to be delivered to the County, is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the County as to any material facts."

4.3 Executive Summary

This section of the response should be limited to a brief narrative which summarizes the entire response being submitted. The executive summary shall include, at minimum, a very brief summary of Proposer's abilities to provide services described in Section 1.3. This section should highlight why Proposer believes it is uniquely positioned to successfully and optimally address all the needs of the County. The executive summary should also identify the primary engagement contact for purpose of RFP response. Contact information should include a valid e-mail address and telephone number.

4.4 Scope of Services

This section of the response should include an in-depth discussion of the Proposer's overall ability to provide each aspect of the comprehensive scope of services the County seeks as outlined in Section 1.3.

This section should identify which services outlined in Section 1.3 shall be provided to County directly by Proposer and which shall be provided to County by a third party. This should include a description of Proposer's approach to undertake each of the services as outlined within Section 1.3.

Proposers are encouraged to provide examples of services provided to other clients and the impact of those services. Response information should be limited to pertinent information only. Marketing and sales promotional type information is not to be included.

4.5 Company Background and Relevant Team Experience

Each proposal must provide the following information about the Proposer's company, so the County can evaluate the Proposer's stability and ability to support the commitments set forth in response to the RFP. The County, at its option, may require a Proposer to provide additional support or clarification as needed.

4.5.1 Company Background

- How long the company has been in business and in what state(s) the company has worked.
- A brief description of the company size and organizational structure.
- How long the company has been providing services to local government clients and clients similar to the County.
- Any material (including letters of support or written endorsement from clients) indicative of the Proposer's capabilities.
- Identify any litigation or governmental or regulatory action pending against your organization that might have a bearing on your ability to provide services to the County.
- Describe your contractual relationships, if any, with other organizations that will provide third party services described in your proposal.



- ❑ Is your firm fully compliant with all rules and regulations including but not limited to the Securities and Exchange Act of 1934 and Municipal Securities Rulemaking Board Rules?
- ❑ Does your firm maintain registration as Municipal Advisor with Securities and Exchange Commission as required under Section 975 of the Dodd-Frank Wall Street Reform and Consumer Protection Act?

4.5.2 Team Experience

- ❑ Identify individual staff of your proposed team; provide an organizational chart showing lines of communication and levels of authority.
- ❑ Include résumés of staff who will be working directly with the County while highlighting any areas of expertise. Denote which staff will be assigned to work directly with County to provide each of the services described in Section 1.3.
- ❑ Describe why you feel that your services, from a professional and technical perspective, are the best fit for the County. Describe any distinguishing features the County should know about your company or services you provide.

4.6 Client References

The County considers references to be important in its decision to award a contract. Failure to provide this information will result in the proposal being considered non-responsive.

Please provide a representative list of clients to whom you currently provide services, specific services you provide to each client, and effective time period and duration of each client relationship. List may include active clients within the last 3 years. Highlight any unique similarities between scope of services successfully provided to other clients and scope of services to be provided to County.

Please provide following information on 3 clients whom the County may contact for reference.

	Reference #1	Reference #2	Reference #3
COMPANY			
Contact Name			
Contact Title			
Contact Phone			
Mailing Address			
Email			

In addition, please provide three (3) clients who terminated services with your company in the past twenty-four (24) months, if applicable.

	Terminated #1	Terminated #2	Terminated #3
COMPANY			
Contact Name			
Contact Title			
Contact Phone			
Mailing Address			
Email			

4.7 Cost Proposal

WCSCO is asking Proposers to estimate costs for all categories with the understanding that they may have to make assumptions. Such assumptions should be stated. Items that should be included in this cost section include:

- Cost of Services. Please state your fees for the key areas outlined in the Scope of Services.
- Provide your procedures for billing and collection of your fees. How do you reconcile the fee to the services received? Specify whether this is on a monthly, quarterly or as performed basis.
- Provide a listing of hourly rates by consultant team members which could be used as a basis for additional services.

	Position	Hourly Rate	Total Hours	Total Unit Cost
1	<i>Project Manager</i>	<i>\$150.00</i>	<i>20</i>	<i>\$3,000.00</i>
2				
3				
4				
5				
6				
7				

Line 1 is an example and is intended for illustrative purposes only.

5 Evaluation Criteria

5.1 Selection Participants

The WCSO has established a Selection Committee to evaluate RFP responses. This team of stakeholders will be responsible for the evaluation and rating of all proposals. The Selection Committee will make the final recommendation of the Firm to County management.

5.2 Evaluation of Proposals

County reserves the right to determine the suitability of a proposal on basis of whether it meets administrative requirements, technical requirements, overall quality requirements, and service delivery requirements.

Selection Committee will score each proposal based on appropriate weighting of criteria including, but not limited to:

- Qualifications and experience
- Technology and Operations
- Demonstrated understanding of personnel scheduling
- Cost/Competitiveness
- Client references
- Proposal responsiveness and completeness

Selection Committee will consider Cost Proposal beginning with highest ranked proposal.

5.3 Award

The selected Firm shall be in the best interest of Wake County. The County reserves the right to accept other than the most financially advantageous proposal. The County reserves the right to accept or reject any or all proposals, to waive any informality in proposals, and unless otherwise specified in writing by the Proposer, to accept any items in any proposal. Wake County reserves the right to award a contract, based on initial offers received from Proposers, without discussion and without conducting further negotiations. Each proposal submitted shall define best offer for performing the services described in this RFP. The County may request clarification on the content of any proposal if deemed beneficial to Selection Committee. Acceptance of a proposal by the County shall be deemed to be an acceptance of an offer and that such acceptance will be binding upon both parties. The County may also, at its sole discretion, have further discussions with Proposers it deems to fall within a competitive range and may enter into negotiations separately with such Proposers. Negotiations with a Proposer may continue with a Proposer that the County has tentatively selected to award a contract to. The County shall not be deemed to have finally selected a Proposer until Wake County Board of Commissioners has approved the contract, and the contract has been duly signed by both parties.