County of San Luis Obispo
GENERAL SERVICES AGENCY
Janette D. Pell, Director

Guy Savage, Deputy Director – Information Technology

REQUEST FOR PROPOSAL PS-#1175
PROPERTY TAX SYSTEM MODERNIZATION

April 11, 2012

The County of San Luis Obispo (County) is currently soliciting proposals for professional services for Property Tax System Modernization, which includes automated conversion and migration services to move mainframe applications and data to a Windows/Intel server platform.

Each proposal shall specify each and every item as set forth in the attached specifications. Any and all exceptions must be clearly stated in the proposal. Failure to set forth any item in the specifications without taking exception may be grounds for rejection. The County reserves the right to reject any and all proposals and to waive any irregularity or informality in any proposal or in the Request for Proposal process, as long as, in the judgment of the County, such action will not negate fair competition and will permit proper comparative evaluation of the proposals submitted.

This Request for Proposal is posted on the County's Purchasing website at http://www.slocounty.ca.gov/GSA/Purchasing/Current_Formal_Bids_and_Proposals.htm. Any changes, additions, or deletions to this Request for Proposal will be in the form of written addenda issued by the County. Any addenda will be posted on the website. Prospective vendors must check the website for addenda or other relevant new information during the response period. The County is not responsible for the failure of any prospective vendor to receive such addenda. All addenda so issued shall become a part of this Request for Proposal.

If your firm is interested and qualified, please submit eleven (11) hard copies and one (1) electronic copy (on CD) of your proposal by May 16, 2012 by 3:00 p.m. to:

County of San Luis Obispo
Phill Haley, GSA Purchasing
1087 Santa Rosa Street
San Luis Obispo, CA 93408

If you have any questions about the proposal process, please contact me. For technical questions and information contact Shawn Shurick at (805) 781-1190.

All questions pertaining to the content of this Request for Proposal must be made in writing via e-mail to PTSMRFP@co.slo.ca.us. All questions will receive a response within 3 business days. The question and its response will be posted (anonymously) on the County's Purchasing web site located at the link above. The County reserves the right to determine the appropriateness of comments/questions that will be posted on the website.

PHILL HALEY
Buyer – GSA Purchasing
phaley@co.slo.ca.us

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I. LOCAL VENDOR PREFERENCE

The County has established a local vendor preference. When quality, service, and other relevant factors are equal, responses to Requests for Proposals will be evaluated with a preference for local vendors. Note the following exceptions:

1. Those contracts which State Law or, other law or regulation precludes this local preference.
2. Public works construction projects.

A "local" vendor preference will be approved as such when: 1) The vendor conducts business in a fully staffed office with a physical address within the County of San Luis Obispo; 2) The vendor holds a valid business license issued by the County or a city within the County; and 3) The vendor has conducted business at the local address for not less than six (6) months prior to the due date of this Request for Proposal.

Proposals received in response to this Request for Proposal will be evaluated by the Selection Committee considering the local vendor preference described above when quality, service and other relevant factors are equal. The burden of proof will lie with vendors relative to verification of "local" vendor preference. Should any questions arise, please contact the buyer Phill Haley at (805) 781-5904.

	YES	**NO**
Do you claim local vendor preference?		
Do you conduct business in an office with a physical location within the County of San Luis Obispo?		
Business Address: _____		
Years at this Address:		
Does your business hold a valid business license issued by the County or a City within the County?		
Name of Local Agency which issued license:		

Business Name:_____

Authorized Individual:_____ Title: _____

Signature: _____ Dated: _____

II. PROPOSAL SUBMITTAL AND SELECTION

1. All proposals, consisting of eleven (11) hard copies and one (1) electronic copy (on CD) must be received by mail, recognized carrier, or hand delivered no later than 3:00 p.m. on May 16, 2012. Late proposals will not be considered and will be returned, unopened.
2. All correspondence should be directed to:

   San Luis Obispo County
   General Services Agency
   1087 Santa Rosa Street
   San Luis Obispo, CA 93408
   ATTENTION: Phill Haley
   Telephone: (805) 781-5904

3. All costs incurred in the preparation and submission of proposals and related documentation will be borne by the vendor.
4. It is preferred that all proposals be submitted on recycled paper, printed on two sides.
5. This Request for Proposal does not constitute an offer of employment or to contract for services.
6. The County reserves the option to accept or reject any or all proposals, wholly or in part, received by reason of this request, and make more than one award, or no award, as the best interests of the County may appear.
7. All documents submitted to the County in response to this Request for Proposal will become the exclusive property of the County and may be returned to the vendor or kept by the County, in the County's sole discretion.
8. All proposals shall remain firm for 180, (one hundred eighty) days following closing date for receipt of proposals.
9. The County reserves the right to award the contract to the firm that presents the proposal which in the judgment of the County, best accomplishes the desired results, and shall include, but not be limited to, a consideration of the professional service fee.
10. Any contract awarded pursuant to this Request for Proposal will incorporate the requirements and specifications contained in this Request for Proposal. All information presented in a vendor's proposal will be considered binding upon selection of the successful vendor, unless otherwise modified and agreed to by the County during subsequent negotiations.
11. The successful vendor is expected to execute a contract similar to the contract in Appendix A. This sample contract is for reference to the anticipated terms and conditions governing the County and the successful vendor. The vendor must take exception in their proposal to any section of the attached contract they do not agree with. Failing to do so will be deemed as acceptance by the vendor to the terms spelled out in the sample contract. The County reserves the right, in its sole discretion, to add, delete, or modify, or negotiate additional terms and conditions to the attached contract, as necessary. BEFORE BEGINNING ANY WORK OR SUBMITTING A PROPOSAL IT IS ADVISED THAT VENDORS READ THE COUNTY INSURANCE AND INDEMNIFICATION

REQUIREMENTS IN THE ATTACHED SAMPLE CONTRACT. The selected vendor will be asked to provide evidence that County insurance requirements have been met. See Appendix A –**APPENDIX A –** SAMPLE COUNTY CONTRACT, and in the Sample County Contract the insurance requirements are found in Exhibit A. If an agreement cannot be reached, negotiations with the second ranking vendor will commence.

12. Under the provisions of the California Public Records Act (the "Act"), Government Code section 6252 et seq., all "public records" (as defined in the Act) of a local agency, such as the County, must be available for inspection and copying upon the request of any person. Under the Act, the County may be obligated to provide a copy of any and all responses to this Request for Proposal, if such requests are made after the contract is awarded. One exception to this required disclosure is information which fits within the definition of a confidential trade secret [Government Code section 6254(k)] or contains other technical, financial or other data whose public disclosure could cause injury to the vendor's competitive position. If any vendor believes that information contained in its response to this Request for Proposal should be protected from disclosure, the vendor MUST specifically identify the pages of the response that contains the information by properly marking the applicable pages and inserting the following notice in the front of its response:

    NOTICE: *The data on pages _ of this response identified by an asterisk (*) contain technical or financial information, which are trade secrets, or information for which disclosure would result in substantial injury to the vendor's competitive position. Vendor requests that such data be used only for the evaluation of the response, but understands that the disclosure will be limited to the extent the County considers proper under the law. If an agreement is entered into with the vendor, the County shall have the right to use or disclose the data as provided in the agreement, unless otherwise obligated by law.*

    The County will not honor any attempt by vendor to designate its entire proposal as proprietary. If there is any dispute, lawsuit, claim or demand as to whether information within the response to the Request for Proposal is protected from disclosure under the Act, vendor shall indemnify, defend, and hold harmless, the County arising out of such dispute, lawsuit, claim or demand.

13. An electronic copy of the proposal must be included. This electronic copy should include all documents being submitted combined into one Adobe Acrobat (pdf) file on a CD, using this convention for the file name: FIRM NAME + RFP NUMBER

    Example: if the firm is Acme Inc. and is responding to RFP #1101, the Adobe Acrobat (.pdf) file would be named: **ACME 1101.pdf**

    Additionally, if the vendor deems any part of the proposal as proprietary and not to be disclosed under the California Public Records Act as explained in item 13 above, please mark the CD with the phrase "**Proprietary Information Included**". This can be hand written or printed on the CD label.

14. Tentative Schedule of Events

    The following timetable is provided to assist vendors. A description of these events follows later in this section:

Table 1 — Tentative Schedule of Events

Date	Event
April 11, 2012	RFP release date
April 26 , 2012	Pre-proposal conference (10:00 a.m. Pacific Daylight Time)
May 9 , 2012	**Deadline to submit written questions**
May 16 , 2012	**Proposals due (3:00 p.m. Pacific)**
June 5 , 2012	Screening process complete
June 6 – June 29, 2012	Vendor Assessment Phase (finalists only, optional)
June 6 – Aug 3, 2012	Vendor Pilot Phase and Debrief meetings (finalists only)*
Aug 27, 2012	Finalist screening process complete, including reference checks
Sept 25, 2012	Negotiate and finalize contract
Oct 16 , 2012	Final approval and award contract

*Note: Vendor pilot phase and debrief meetings are an integral part of the selection process. Vendors who cannot participate in the pilot phase and onsite debrief meetings during the dates prescribed by the County may be eliminated at the discretion of the County, and other vendors advanced.

15. Pre-proposal Conference

    An optional pre-proposal phone conference will be held at 10:00 a.m. Pacific on April 26, 2012. Vendors may participate by calling toll free 1-800-867-2581. When prompted, dial the 7 digit access code: 4238111#. The vendor will hear music until the leader joins the conference call, at which time the vendor will be asked to state their name and be placed in the conference call.

    The primary purpose of this conference is to provide background on the County's current environment and specific needs as well as to provide participating firms the opportunity to ask questions related to the RFP. The County's project team will facilitate an informal discussion to assist participating firms in assessing the needs of the County, as well as to provide insight into the County's project scope. The County will also use this time to provide participating firms with any additional information relevant to the RFP. Participation in the pre-proposal phone conference is not required, but is strongly encouraged. It is the vendor's responsibility to become familiar with all information necessary to prepare a proposal.

    The pre-proposal phone conference will be recorded. The County will document questions and answers from the conference which will be posted within five business days following the pre-proposal phone conference on the County's web site here:

http://www.slocounty.ca.gov/GSA/Purchasing/Current_Formal_Bids_and_Proposals.htm.

16. Written Questions and Addendum

Vendors may submit additional written questions as to the intent or clarity of this RFP until May 9 at 5:00 P.M. PDT as indicated in Table 1 – Tentative Schedule of Events. All written questions must be submitted to the County Project Manager by e-mail (See page 1 of this RFP for the email address) with the questions contained in the body of the email or in an attached Microsoft Word document format. The County Project Manager will not respond to questions submitted in any other manner or format.

Additional written requests for clarification of distributed answers and/or addendums must be received by the County Project Manager no later than three business (3) days after the answers and/or addendums are posted on the purchasing website location for this RFP (see #15 above).

Written responses to written questions and any RFP amendments will be listed on an Addendum which will be posted on the Purchasing website location for this RFP. The County reserves the right to post addenda until the RFP closing date and time. It is the responsibility of vendors to occasionally check for additional updates and addenda.

17. Selection Process

Selection of qualified vendors will be by an impartial Selection Committee using an approved County procedure for awarding professional contracts. Selection will be made on the basis of the proposals as submitted, although the County reserves the right to interview applicants as part of the selection process. The proceedings of the Selection Committee are confidential and members of the Selection Committee are not to be contacted by the vendors.

The County will evaluate proposals using the process and criteria described below. A summary of the evaluation process timeline is shown in Table 1 — Tentative Schedule of Events. Proposals that are late, that do not comply with proposal instructions or those that take exceptions to mandatory requirements will be eliminated without further consideration at the sole discretion of the County.

Proposals from vendors who are on a State or Federal Disbarment list will not be considered.

All other proposals conforming to RFP submittal requirements will be given a thorough and objective review based on the criteria shown in Table 2, **Evaluation Criteria** (not listed in order of importance):

Table 2 — Evaluation Criteria

Item	Description
1.	Overall completeness, clarity of content, responsiveness, quality, attention to detail, and general understanding of RFP requirements. This includes an evaluation of proposal responses as detailed in Section III, **PROPOSAL FORMAT**
2.	Local Vendor Preference (see Section I, **LOCAL VENDOR PREFERENCE**)
3.	References from clients that demonstrate completion of successful projects similar to that described in this RFP
4.	Experience with local, state or federal government agencies
5.	Project/program management skills, methodology, and experience with implementation, including information technology skills and capability.
6.	Credentials, résumés, quality and sufficient numbers of staff and the ability to provide appropriately skilled resources throughout the project.
7.	An evaluation of company background – the County may request further information regarding the financial stability of the vendor
8.	A consideration of the value offered in the proposal including overall cost
9.	Assessment of impact to the project based on any vendor stated clarifications, exceptions or deviations in response to this RFP
10.	An evaluation of vendor meetings including pilot and assessment where applicable (finalists only, see #18 below, Evaluation and Notification)
11.	Any other criteria the County deems to be appropriate

18. Evaluation and Notification

Once the RFP submission deadline has passed, proposals received shall be opened and considered per the process described below.

The County, through an impartial process, will thoroughly review and evaluate the responses to this RFP. The evaluations will be based upon, but not necessarily limited to, the criteria summarized in Table 2 — **Evaluation Criteria**.

The evaluation of proposals will be performed by an Evaluation Committee. The County Project Manager may, at his or her option, initiate discussion with vendors who submit responsive or potentially responsive proposals for the purpose of clarifying aspects of the proposals; proposals may be accepted and evaluated without such discussion. The County Project Manager shall determine the appropriate means of clarification: telephonic, e-mail, letter, or oral interviews. All contacts from the vendor's organization related to this RFP or their Proposal must be directed in writing exclusively to the County Project Manager. Vendors should not attempt to contact any other County personnel about this RFP unless authorized by the County Project Manager. Discussions MUST NOT be initiated by the vendors.

It is expected that the RFP evaluation process will result in the selection of a small number of final candidates (short-list). At this stage, all vendors will be notified whether they were successful in achieving the final short-list via a notification letter. Submission

of a proposal does not guarantee the right to proceed to the next step.

19. Optional Assessment

    Short-listed vendors will next be given the option to attend on-site or teleconference meetings with County personnel for further information gathering. These meetings will occur during the weeks specified in Table 1, Tentative Schedule of Events. The goal of these meetings is to allow vendors to review all aspects of the County Property Tax System Modernization project, including the opportunity to view the various types of County Property Tax System code, data, and utilities with the goal of providing additional information, such as business processes, that the vendor feels necessary to fully scope the project. County technical resources will be available for up to 3 business days to meet with each short-listed vendor. Vendors will be asked when responding to this invitation to specify the time required for this optional activity, and whether they have an interest in participating. The goal of the County during the assessment phase is to share as much information with vendors as needed to confirm the project scope and receive an accurate cost proposal and timeline. Questions posed by participating short-listed vendors will be documented, excluding the vendor's name, and the answers emailed to all other short-listed vendors.

20. Pilot Phase

    Short-listed vendors shall be required to perform a pilot test to convert a subset of the County code, as defined in the table below. This table includes a list of the type and quantity of items the County requires 'modernized' using the tools and approach the vendor provided in their proposal. The pilot conversion is intended to serve as a proof of concept for each participating vendor's conversion / migration solution and methodology. This will allow the County to observe the outcome of the proposed conversion process and the software tools employed to accomplish the pilot. Vendors may complete this pilot at their facility and provide the output to the County by the due date to be provided. As vendors will be provided access to confidential data by the County during this pilot, vendors will be required to sign a confidentiality agreement prior to gaining access to this data.

Table 3 - Pilot Test Components Summary

Description	Qty
TB Blocks (include code)	16
Record Layouts	64
Programs (COBOL, batch & CICS)	38
Windows .Net Application	1
I/O Modules (assembler)	6
CICS Screens (18 includes, 18 BMS)	36
Sequential Control records (Handy Data sets from PanValet)	4
Jobs Controlled by JCL	12
DB2 Tables	9

VSAM Files	15
XX Components (system utility record layouts & COBOL, DYL260 and Assembler programs)	41
ZY Components: (system utility record layouts & COBOL and Assembler programs)	57
Total	**299**

21. Finalize Proposals

    Using the Optional Assessment and required Pilot Phase, participating short-listed vendors will revise their initial estimates as needed for the full conversion and, if desired, submit a list of detailed changes to their original proposal along with a summary of lessons learned as an outcome of the optional assessment and pilot phases. This Final Proposal and list of changes will then be presented at the Pilot Debrief Phase (see next paragraph).

22. Pilot Debrief Phase

    Short-listed vendors will be required to attend meetings with County personnel for further evaluation. The meetings will allow the vendor to present and summarize their pilot experience, list of proposal changes, and key findings to the Evaluation Committee in accordance with instructions provided in the notification letter. There may be other County employees and management not directly involved in the formal evaluation process who attend these meetings. The expectation for the meetings will be one business day or less in duration. Failure to attend or comply with the meeting schedule, once arranged, may result in disqualification of the vendor.

    Following the meetings, the Evaluation Committee will undergo a final evaluation process which will consider all documents, the responses to this RFP, information gained while evaluating responses, the information gained through the assessment and pilot phase including pilot debrief, and any other relevant information to make its determination and recommend the one vendor solution it determines will best accomplish the conversion / migration of the full production Property Tax System.

23. Recommendation

    The recommendation will be made to the project Steering Committee. Upon ratification, the County will notify the selected vendor of the outcome. Throughout the process, all vendors will be notified concurrently in writing regarding their status during each of the evaluation and selection stages. The County is under no obligation to explain to the finalists why they were or were not selected as the final vendor. The County reserves the right to go back and talk with any vendor at any time.

    The Evaluation Committee, at its sole discretion, may require a short-listed vendor to coordinate and schedule a timely on-site visit to the site where the proposed solution(s) is in operation.

24. Negotiations

County may cancel the procurement process at any time if, for example, the County determines that cancellation is in the best interest of the County for reasons (but not limited to) such as inadequate, ambiguous, or otherwise deficient specifications that were cited in the RFP, the services are no longer required, or proposals received are at an unreasonable cost. Upon the conclusion of the evaluation process, the County may, at its sole option, reject any and all proposals for any reason, or enter into contract negotiations with the selected finalist.

Negotiations shall then be conducted with the selected vendor. Price shall be considered, but need not be the sole determining factor. Should the County determine in its sole discretion that one vendor is highly qualified, or that one vendor is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that vendor without any further evaluation. The County of San Luis Obispo is not required to furnish a statement of the reason(s) why a proposal was not deemed to be the most advantageous. The sample contract attached to this RFP as Appendix A is for reference to the anticipated terms and conditions governing the County and the successful vendor. The County reserves the right, in its sole discretion, to add, delete, or negotiate additional terms and conditions to the attached sample contract.

During contract negotiations, the project team and selected vendor, in conjunction with County Counsel, will finalize the statement of work, project plan and timeline, project costs, Terms and Conditions, etc. The County reserves the right to amend or modify the Scope of Work prior to the award of contract, as necessity may dictate. This RFP does not commit the County to award a contract or to pay any costs incurred in the preparation of a proposal in response to this request. The contract will be finalized with the most advantageous vendor(s). Upon successful completion of contract negotiations the contract will be presented to the County Board of Supervisors for approval and signature. If compensation, contract requirements, and contract documents cannot be agreed upon with the top-ranked vendor, a written record stating the reasons thereof shall be placed in the County's file and the County will send a confirming notice to the vendor of the termination of such negotiations.

Upon failure to negotiate a contract with the top-ranked vendor, the County may enter into negotiations with the next highest ranked vendor that best provides the services needed. If compensation, contract requirements, and contract documents can be agreed upon, then the contract shall be awarded to that vendor. If negotiations fail, negotiations shall be terminated as described above and may be commenced with the next highest ranked vendor.

During the course of the project, the vendor may be exposed to sensitive or confidential information regarding residents and non-residents of the County of San Luis Obispo. Accordingly, vendor and its employees may be subject to a background check and shall be required to sign a confidentiality agreement, either prior to or concurrently with entering into a contract with the County.

25. Exceptions or Assumptions to the RFP

All information requested in this RFP must be supplied. All exceptions or assumptions should be clearly identified in the proposal. Exceptions or assumptions shall include the

RFP section number, a written explanation of the scope of the exceptions or assumptions, the ramifications of the exceptions or assumptions for the County, and the description of the advantages and disadvantages to the County as a result of the exceptions or assumptions. The County, at its sole discretion, may reject exceptions or assumptions within the proposal.

26. Insurance

The vendor shall provide, within five (5) days after the Notice of Award is issued, a certificate of liability insurance naming the County of San Luis Obispo and its employees and officers as additionally named insured. This shall be maintained in full force and effect for the duration of the contract and must be in an amount and format satisfactory to the County.

III. PROPOSAL FORMAT

A qualifying proposal must address all of the points defined under Section V**, PROJECT SCOPE** and shall be in the format outlined in this section.

Respond to the 34 items noted under Section V**, PROJECT SCOPE,** in the same order as in the table outlined below. Company brochures, advertising and other promotional literature will not be considered adequate response.

Proposals should be prepared as simply as possible and provide straightforward, concise description of the vendor's capabilities to satisfy the requirements of the RFP. All parts, pages, figures, etc. should be numbered and clearly labeled.

Table 4 - Proposal Response Format

Executive Summary:

1. Executive Summary

Background Experience:

2. Company Profile
3. Partnerships or Software Tools
4. Experience with Similar Systems
5. Experience with Migrations

Migration / Conversion Technologies:

6. Conversion of DB2 Databases
7. Conversion of VSAM Files
8. Conversion of Sequential Files
9. Conversion of Temporary Work Files
10. Conversion of Online Programs and Maps
11. Conversion of Batch COBOL Programs
12. Conversion of Batch Vision: Sixty (DYL260) Programs
13. Conversion of Batch Vision: Results (DYL280) Programs
14. Conversion of JCL
15. Conversion of Scheduling
16. Interfaces and Integration
17. Data Migration
18. Development Platform
19. Documentation

Project Management, Staffing and Timeline:

20. Project Management
21. Project Timeline
22. Staffing

Testing, Quality Assurance and Warranty:

23. Testing Environment / Testing Approach
24. Testing Tools
25. Quality Assurance
26. Warranty

Training and Implementation:

27. Training
28. Implementation

Summary and Cost:

29. Post Implementation Outcomes
30. Assumptions
31. Summary
32. Cost – Attach the completed form provided in Appendix B

Technical Requirements Response Form:

33. Attach the completed form provided in Appendix C

Contract Exceptions:

34. List any exceptions to the contract included in Appendix A

IV. PROJECT SCOPE - OVERVIEW

1. Purpose of this Request For Proposal

   The County of San Luis Obispo (County) is currently soliciting proposals for professional services for Property Tax System Modernization. This includes automated conversion and migration services to move mainframe applications and data to a Windows/Intel server platform and Microsoft SQL Server database.

   The County is seeking proposals from companies that have direct experience migrating IBM mainframe applications to a modern framework such as Microsoft's .NET and Microsoft SQL Server database environments. It is believed that such a company could provide the County with project planning, staffing requirements, system and application configuration, software evaluation, conversion services, quality assurance and systems implementation for this project. The long term goal is to have the existing mainframe environment shut down once all mainframe applications, including those not related to the Property Tax System, have been removed.

   Only vendors who can clearly demonstrate their ability to perform both code and data migrations in a highly automated fashion will be considered.

2. Three (3) Phased RFP Process

   As described in Section II, **PROPOSAL SUBMITTAL AND SELECTION**, this RFP is centered on a three-phased selection process. The three phases are as follows:

   a. Vendors submit their proposals to the County on or before the date set forth on page 6 of this RFP.

   b. County will select short-listed vendors to perform optional project assessments to allow vendors to gather information deemed necessary to more accurately estimate the costs for the Property Tax System Modernization project.

   c. County will require the same short-listed vendors to pilot a representative set of County code and data using their technologies and tools, and meet with the short-listed vendors to debrief this pilot phase. Note: this pilot represents a subset that is not all-inclusive of County code and data types. The County attempted to limit the time to be spent by both County and vendors on preparing, converting, executing and evaluating during this phase.

The County will select a final vendor using this three-phased approach.

3. Scope of Services to be Provided by the Vendor

   Following is a high level overview of the services to be provided by the vendor for this project. The detailed requirements can be found later in Section V, **PROJECT SCOPE - REQUIREMENTS.**

   a. Project Planning — vendor will provide project planning and oversight with details consistent with County defined targets and deliverables. The goal for the County is to complete the project in two years or less.

   b. Staffing Requirements — vendor will detail expected County staffing resources and skillsets required for conversion and ongoing support.

   c. Inventory Verification — vendor, working with County, will confirm a County generated detailed list of all application software components (programs (including RSPs and CSAs), CICS screens, DB2 tables, VSAM and Sequential files, JCL, etc.) that define the complete Property Tax System environment. Interfaces to other client interfaces will be detailed as part of this inventory.

   d. Software Evaluation — vendor will identify the essential software tools (job scheduler, print spooler, doc forms management, etc.)

   e. Conversion Services — vendor will provide high quality, automated, application software conversion and data migrations of the Property Tax System online, batch and data systems. The vendor will deliver converted Source code, application packaging procedures and tools directly to the County, in electronic form. The vendor will deliver migrated database schemas, DDL and related tools.

   f. Quality Assurance and Testing — in conjunction with County, the vendor will develop an integration, performance/stress and acceptance test plan that will ensure high quality results. The vendor will deliver code that has received thorough vendor-executed testing.

   g. System and Application Configuration — vendor will provide recommendations for the end-state hardware that is fully supported by the vendor and/or partners.

   h. Training — vendor will provide training, as needed, to facilitate handing over the solution to the County.

   i. Systems Implementation — vendor will support on site implementation and limited post implementation customer support.

   j. Warranty — post implementation “warranty period” will be no less than 12 months after final conversion / migration acceptance.

   k. Data Views and Interfaces — vendor will continue to provide Property Tax data now available to County and Public Access users in all departments.

4. Background Information

   Since 2002, a primary objective in the County IT Strategic Plan (ITSP) has been to move all applications and data off the mainframe and onto Windows/Intel and modern applications and platforms. The goals are to eliminate mainframe associated operational costs and to improve the ability of General Services Agency – Information Technology (GSA-IT) to support, maintain and enhance applications by having access to improved tools that are available on modern computing environments.

   The Property Tax System is the single largest remaining application suite on the County's mainframe. The system is used primarily by the Auditor-Controller, Assessor, and Treasurer-Tax Collector-Public Administrator, with a host of other departments that rely on the data it produces. It consists of a complex assemblage of code, data, and ancillary supporting components. The system's functions, processes, and data of the three primary user departments are closely integrated. Due to the nature of the software, tools, and computing environment, maintaining and enhancing the application is often a complex task. Moving the Property Tax System to another environment would significantly reduce overall mainframe usage and enhance the ability of GSA-IT personnel to more effectively support and maintain the system. This will also act as a catalyst to eliminate the rest of the applications and data from the mainframe, thus allowing decommissioning of the platform.

5. Project Objectives

   a. Migrate the Property Tax System application from the mainframe and move it to a new Windows/Intel platform.
   b. Migrate the Property Tax System associated data from the mainframe and convert it to ~~a~~ Microsoft SQL Server database on the new Windows/Intel platform.
   c. Migrate the system utilities needed to support the Property Tax System onto the new Windows/Intel platform.
   d. Provide a modern (eg, Microsoft .NET) development environment to support, maintain and enhance the Property Tax System in the future.
   e. Test the resulting (modernized) Property Tax System to ensure that it functions in the same fashion as the existing system.
   f. Continue to provide Property Tax data now available to County and Public Access users in all departments.
   g. Preserve and ensure the integrity and continuity of the County's Property Tax revenue stream.
   h. Protect business rules and application familiarity during the migration.
   i. Minimize operational disruption of the Property Tax business processes during the re-hosting initiative.
   j. Ensure that the re-hosted system performs at least as well as the existing mainframe-based system including both batch and interactive user functionality. (For details see the requirements matrix in Appendix C, **APPENDIX C – TECHNICAL** REQUIREMENTS RESPONSE FORM**),**

6. The County of San Luis Obispo

   Of the current 58 California counties, San Luis Obispo County is one of the original 11 counties established along with statehood in 1850. The county has over 3,300 square miles of land and a population of over 250,000 people. Employment is principally from tourism, agriculture, education, and local, county, and state government services. The County of San Luis Obispo has 22 departments and employs approximately 2,500 people.

   a. County of San Luis Obispo Mission Statement:

      The County's elected representatives and employees are committed to serve the community with pride and to enhance the economic, environmental and social quality of life in San Luis Obispo County.

      Additional information about the County can be accessed via the web at: www.slocounty.ca.gov.

   b. County Information Technology Environment

      County desktop and portable hardware is standardized on HP and Dell products. The County is primarily using Windows XP, Windows Vista and Windows 7, for its desktop operating systems.

      The standard productivity suite is Microsoft Office, with versions 2003, 2007, and 2010 in use. Files are generally exchanged in version 2003 compatible formats.

      File and print services are provided by Microsoft file servers. Directory services are provided by Microsoft Active Directory.

      Most departments use Windows Server 2003 or later, and/or Linux to host their business applications. Microsoft SQL Server 2008 is the primary supported enterprise-level database.

      Several hundred virtual servers run on VMware ESX hosts on IBM BladeCenter hardware.

      Networking is provided over County-owned fiber optic and leased data circuits that are supported through the centralized GSA-IT network group and provides services to approximately 120 remote locations throughout the County. The network group supports Channelized DS3, Point-to-Point, and Ethernet technologies. County-owned fiber is available geographically throughout the County which provides for gigabit connectivity to most workstations. Leased-line services are provided by local telecom contractors although the need for these services has been decreasing due to an increase in fiber availability.

      Internet connectivity is provided via two local telecom contractors. Each Internet connection is 20Mbps. The County has redundant firewalls and provides for multiple restricted demilitarized zones (DMZs) to protect Internet facing servers and the secure County network.

      GSA-IT's County-wide Service Desk is available 7:30 AM until 5:00 PM, Monday through Friday to assist users with problems. Technical Support is also available after hours or on the weekend for certain critical applications, on an on-call basis.

The County supports a variety of enterprise and departmental applications. Most departments use applications that are:

i. Commercial Off-The-Shelf (COTS) Applications – applications supported by GSA-IT and/or distributed technical staff within County departments.

ii. Custom PC Applications - Custom developed and supported by the County department and/or GSA-IT.

iii. Custom Browser Based Applications – Custom developed and supported by the County department and/or GSA-IT.

7. Property Tax System Overview

The Property Tax System consists of a number of sub-systems. They are defined as follows:

a. **PD** – The Property Data System is a custom-developed CICS and batch application using VSAM files. The Property Data System maintains property data related to Secured and Unsecured classes of property, provides online and batch reporting facilities for the Assessor and other County departments, and provides for annual turnover of the Secured and Unsecured Assessment Roll to the Combined Taxes System (TC). Primary user is the Assessor. In addition, the Property Data System contains all functionality for Supplemental Assessment including property value assessment, tax bills, tax collection, and allocation/distribution of taxes. The primary Supplemental Assessment users are the Assessor, Auditor-Controller, and Treasurer-Tax Collector. The Property Data System is integrated with components in the Combined Taxes System (TC), Secured Delinquent System (TR - Redemption), and Unsecured Delinquent System (TH – Prior Unsecured). The Property Data System interfaces with other applications within the County and outside the County.

b. **TB –** The 1915 Act Bonds System is a custom-developed CICS and batch application using primarily DB2 tables with two (2) VSAM files. The 1915 Act Bonds System tracks bonds issued to represent unpaid liens where each parcel's assessment amount is based on that parcels proportionate share of benefit. The primary users are the Auditor-Controller and Public Works. The 1915 Act Bonds System is integrated with components in the Property Data System (PD) and Combined Taxes System (TC).

c. **TC** – The Combined Taxes System is a custom-developed CICS and batch application using DB2 tables and VSAM files. The Combined Tax System (TC) facilitates the property taxation functions for the Auditor-Controller, Treasurer-Tax Collector, and Assessor. The Assessor uses the roll corrections (revisions) functionality only. The Combined Taxes System is integrated with components in the Property Data System (PD), Secured Delinquent System (TR - Redemption), and Unsecured Delinquent System (TH – Prior Unsecured). In addition, the Combined Taxes System interfaces with other applications within the County and outside the County.

d. **TH –** The Unsecured Delinquent System (Prior Unsecured) is a custom developed CICS and batch application using DB2 tables and VSAM files. The Unsecured Delinquent System facilitates the functions for the Auditor-Controller and

Treasurer-Tax Collector to manage delinquent Unsecured properties. The Unsecured Delinquent System is integrated with components in the Property Data System (PD), Combined Taxes System (TC), and Secured Delinquent System (TR – Redemption). The Unsecured Delinquent System interfaces with other applications within the County and outside the County.

e. **TR** – The Secured Delinquent System (Redemption) is a custom developed CICS and batch application using VSAM files. The Secured Delinquent System facilitates the functions for the Auditor-Controller and Treasurer-Tax Collector to manage delinquent Secured properties. The Secured Delinquent System is integrated with components in the Property Data System (PD), Combined Taxes System (TC), and Unsecured Delinquent System (TH – Prior Unsecured). The Secured Delinquent System interfaces with other applications within the County and outside the County.

f. **TX** – The Property Tax System Common Utilities are custom developed CICS and batch utilities used by the Property Tax System. The TX utilities include email notification from batch jobs to departments and IT staff and roll year editing for CICS and batch COBOL programs.

Various County of San Luis Obispo departments and some outside agencies have CICS read-only access to the Property Data System (PD), 1915 Act Bonds System (TB), Combined Taxes System (TC), Unsecured Delinquent System (TH - Prior Unsecured), and Secured Delinquent System (TR - Redemption).

In addition, there are three (3) custom developed applications providing a common set of tools. They are as follows:

a. **XX** – The Miscellaneous Common Tools for User Systems is a custom developed set of tools used by the Property Tax System batch jobs and programs. Note: not all components will be needed on the new platform.

b. **ZD –** The Documentation System is a custom developed application for the maintenance and distribution of batch job documentation, Code and Title, and listing of batch and online messages used by the Property Tax System Cobol batch and CICS programs. Note: not all components will be needed on the new platform.

c. **ZY –** The Online Internal Tools is a custom developed set of tools used by the Property Tax System CICS Cobol programs. Note: not all components will be needed on the new platform.

8. County Test Strategy Overview

The County will identify and document the critical and non-critical Property Tax System business processes. The critical processes will be used as input to develop the test plan, test cases and test scripts.

A mainframe test environment will be configured and available before project kickoff for baseline regression testing to establish a baseline.

During the contract negotiation period, the County and successful vendor will refine and agree on the following tasks and responsibilities as appropriate to the Property Tax System Modernization.

a. Vendor and County shall develop and County shall document the test methodology. County shall identify and document test plans and acceptance criteria.

b. Upon completion of each iteration of the data conversion, the vendor will run validation tests. When the vendor has verified correct data conversion, the County will validate the results prior to acceptance.

c. Vendor will perform code conversion and unit test all converted code. Vendor must complete unit testing as agreed to in the negotiated acceptance criteria before acceptance by the County.

d. County will perform controlled parallel testing of critical business processes on the mainframe test environment to provide baseline results for verification and validation of paragraph 8e testing results.

e. County will perform controlled parallel, regression and integration testing of critical business processes on the target platform. The target platform will be located in the County IT facilities.

f. County will perform end-user business process testing prior to acceptance.

g. County will perform performance testing prior to system acceptance.

h. County will validate the final production data conversion prior to implementation.

i. County anticipates there will be a code and data freeze at an agreed to time period of the project. If during the period between handoff of Property Tax System, converted data, code, and implementation there are break/fix incidents or legislative mandated changes the County will supply vendor with all data and code changes. Vendor will perform conversion on these changes and perform unit testing before delivery of converted data and code to County. County will perform paragraphs 8d-8g as applicable.

V. PROJECT SCOPE - REQUIREMENTS

Vendors are to respond to this RFP with content as detailed in this Section V, **PROJECT SCOPE-REQUIREMENTS**, and organized as described in Section III, **PROPOSAL FORMAT**. Vendors will consider the information provided in Section IV, **PROJECT SCOPE - OVERVIEW,** Appendix D, APPENDIX **D –** INVENTORY AND METRICS Appendix E**, APPENDIX E – CURRENT MAINFRAME CONFIGURATION FOR THE** PROPERTY TAX SYSTEM**,** Appendix F, **APPENDIX F – PROPERTY** TAX SYSTEM INTERFACES, Appendix G, **APPENDIX G – 2012 SAN LUIS OBISPO COUNTY TRAVEL** POLICY AND

RATES, and Appendix H, **APPENDIX** H – TERMINOLOGY when formulating a response to each item in this section.

Executive Summary:

1. **Executive Summary:** Vendor must include an Executive Summary. This part of the response to the RFP should be limited to a brief narrative highlighting the vendor's proposal. The summary should contain as little technical jargon as possible and should be oriented toward non-technical personnel. Please include any benefits your company has over your competitors.

Background and Experience:

2. **Introduction/Company Profile:** Provide company information including the following information listed below. The County, at its option, may require additional support documentation or clarification such as recent financial statements.
   a. Provide how long the vendor has been in business
   b. Provide a brief description of the vendor size and organizational structure
   c. Describe how long the vendor has been providing the same professional services and using the same tools with clients similar to the County
   d. Provide any material (including letters of support or endorsement from clients) indicative of the vendor's capabilities.
   e. State whether vendor is a California corporation or a limited liability company. If a non-California corporation, provide evidence that vendor is registered with the California Secretary of State to transact business in California.
   f. Does the vendor have a California street address and telephone number for purposes of Service of Process? If so, provide the name, street address, and telephone number.
   g. Is the vendor listed on a Government Disbarment list?
3. **Partnerships and/or Software Tools:** List any partnerships and tools that would be appropriate to facilitating this migration and conversion, the length of those partnerships, and the number of conversions/migrations the two parties have completed together.

4. **Experience with Similar Systems:** Include information on 3 (three) or more successful projects of similar size, functionality and complexity completed in the last 5 (five) years. Note any Federal, State or County clients in this description. Include any experience related to Property Taxation, and describe work with any departments similar to those involved in this project, whether Assessor, Treasurer-Tax Collector, and/or Auditor. Include a brief description of each project and its timeline, dates of work performed, total team size, and client contact references, including company, name of contact person, title, phone number, and email address for each reference identified.

5. **Experience with Migrations:** Describe similar data file/database migrations. Note size of database, approach to data cleansing and final validation and testing. Address the implementation methodology and its impact on planned application down time. What was the vendor's 'back out' contingency plan and was it exercised?

Migration and Conversion Technologies:

6. **Conversion of DB2 Databases:** IBM DB2 databases will be converted to Microsoft SQL Server. Describe documented deliverables, logical/physical data model, data dictionary used, methodology on redesign requirements, data normalization, and cleansing approach. Each Property Tax System sub-system has its own set of databases. As a rule there is only one table per database.
   a. Describe how the vendor will perform data conversion.
   b. Include description of automated conversion tools and examples.
   c. What percent of the changes will be automated?
   d. Describe all tasks and responsibilities required by the County to assist with the data conversion.
7. **Conversion of VSAM Files:** VSAM KSDS and VSAM ESDS files will be converted to SQL tables on Microsoft SQL Server.
   a. Describe documented deliverables, logical/physical data model, data dictionary used, and methodology on redesign requirements, data normalization, and cleansing approach.
   b. Describe how the vendor will perform data conversion.
   c. Include description of automated conversion tools and examples.
   d. What percent of the changes will be automated?
   e. Describe all tasks and responsibilities required by the County to assist with the data conversion.
8. **Conversion of Sequential Files:** Sequential files will be converted to SQL tables on Microsoft SQL Server.
   a. Describe documented deliverables, logical/physical data model, and data dictionary, methodology on redesign requirements, data normalization, and cleansing approach.
   b. Describe how the vendor will perform data conversion.
   c. Include description of automated conversion tools and examples.
   d. What percent of the changes will be automated?
   e. Describe all tasks and responsibilities required by the County to assist with the data conversion.
9. **Temporary Work Files**: Temporary work files will be converted to a vendor proposed solution.
   a. Describe documented deliverables, logical/physical data model, and data dictionary, methodology on redesign requirements, and cleansing approach.

b. Describe how the vendor will perform the file conversion.

c. Include description of automated conversion tools and examples.

d. What percent of the changes will be automated?

e. Describe all tasks and responsibilities required by the County to assist with the file conversion.

10. **Conversion of Online Programs and Maps:** CICS COBOL programs will be migrated to a modern framework, with Microsoft .NET preferred. To minimize user training our goal is to retain current "green screen" views and functionality in a web browser window.
    a. Describe the vendor's approach to converting the IBM Basic Mapping Support (BMS) maps to "green screen" in a web browser window.
    b. Describe the vendor's approach to converting CICS COBOL programs.
    c. Include description of automated conversion tools and examples.
    d. What percent of the changes will be automated?
    e. Explain reasons for percentage of the BMS maps converted manually.
    f. Explain reasons for percentage of the CICS COBOL programs converted manually.
    g. Describe code changes required to convert data access from IBM DB2 to Microsoft SQL. Our CICS COBOL programs use a mix of embedded SQL statements and calls to CICS COBOL DB2 data access modules.
    h. Describe code changes required to convert data access from VSAM and Sequential files to Microsoft SQL Server tables. Our CICS COBOL programs call CICS COBOL I/O modules, which execute CICS commands.

11. **Conversion of Batch COBOL Programs:** Batch COBOL programs will be migrated to a modern framework, with Microsoft .NET preferred.
    a. Describe the vendor's approach to converting batch COBOL programs.
    b. Include description of automated conversion tools and examples.
    c. What percent of the changes will be automated?
    d. Explain reasons for percentage of the batch COBOL source programs converted manually.
    e. Describe code changes required to convert data access from IBM DB2 to Microsoft SQL Server tables. Our batch COBOL programs use a mix of embedded SQL statements and calls to CICS COBOL DB2 data access modules.
    f. Describe code changes required to convert data access from VSAM and Sequential files to Microsoft SQL Server tables. Our batch COBOL programs call Assembler language I/O modules generated by an in-house developed utility program.

12. **Conversion of Batch Vision:Sixty (DYL260) Programs:** Vision:Sixty (DYL260) programs will be migrated to a modern framework, with Microsoft .NET preferred.

a. Describe the vendor's approach to converting Vision:Sixty programs.

b. Include description of automated conversion tools and examples.

c. What percent of the changes will be automated?

d. Explain reasons for percentage of Vision:Sixty programs converted manually.

e. Describe code changes required to convert data access from VSAM and Sequential files to Microsoft SQL Server tables. Our Vision:Sixty programs use the Vision:Sixty F parameter card and file access operation codes for file I/O.

f. Our Vision:Sixty programs do not access DB2 data directly.

13. **Conversion of Batch Vision:Results (DYL280) Programs:** Vision:Results programs will be migrated to a modern framework, with Microsoft .NET preferred.
    a. Describe the vendor's approach to converting Vision:Results programs.

    b. Include description of automated conversion tools and examples.

    c. What percent of the changes will be automated?

    d. Explain reasons for percentage of the Vision:Results programs converted manually.

    e. Describe code changes required to convert data access from VSAM and Sequential files to Microsoft SQL Server tables. Our Vision:Results programs use the Vision:Results file definition and access commands for file I/O.

    f. Our Vision: Results programs do not access DB2 data directly.

14. **Conversion of JCL:** Describe automated conversion tools and examples for JCL.

15. **Conversion of Scheduling:** Describe the capabilities of the scheduling system and how the vendor will convert the PCS Schedules. Describe how the vendor will convert manual schedules. (The County would like to automate the manually scheduled and released jobs.) Describe the operational characteristics of the schedules after the conversion.

16. **Interfaces and Integration:** Current Property Tax System environment is accessed by a variety of client, windows-based, applications including VB.NET, C#.NET, VB6, MS Access, MS Excel, and FTP. In addition to FTP, we use ViaSQL and Legacy Data Manager to access, update and transfer mainframe data. Describe the vendor's strategy to support the migration of these databases and file interfacing applications to the new Microsoft SQL Server environment.

17. **Data Migration:** Describe automated data migration tools.
    a. How does the vendor address data cleansing?

    b. How does the vendor ensure migration completeness and accuracy of the migrated data? What tests/reports will be run to confirm the completeness and accuracy of the data?

c. Describe a process by which the County can compare and validate the VSAM, sequential, and DB2 data to Microsoft SQL data using an automated software process and/or tool. Include the cost of any third party tools in Appendix B, Cost Proposal Template.

d. Describe a method, preferably automated, to validate the VSAM file and data definitions/type to MS SQL and DB2 DDLs and database schemas to MS SQL Include the cost of any third party tools in Appendix B, Cost Proposal Template.

18. **Development Platform – Platform/Software Used for Managing Code, Versioning, etc.:** Describe the development environment the County will use for ongoing support. Is it a fully functioning development environment like Microsoft Visual Studio using Microsoft Team Foundation Server for source control and change management?

19. **Documentation:**
    a. Describe the documentation of the migrated code
    b. Identify the documentation that will be created and provided during the migration project. Vendors must provide a complete list of all documentation proposed.

Project Management, Staffing and Timeline:

20. **Project Management:** The County requires the vendor to assign a project manager to the project. The vendor's project manager will act as liaison and a single point of contact with the County project manager and the respective project teams. The vendor's project manager will actively participate in and contribute to the following project activities. Describe the project management approach to be used by the vendor to accomplish each of these activities:
    a. Work with the County to create and maintain a project plan and schedule. The project plan will establish how schedule management will be carried out in the Project.
    b. Establish regular weekly meetings at a time agreed to by County and vendor, between County and vendor teams, to track project schedule and evaluate progress, communicate risks and issues, and plan next steps. County expectation is to require the vendor project manager onsite at minimum for the project startup and implementation phases.
    c. Summarize project progress on a weekly basis to the County Project Manager in a written status report.
    d. Manage project risks and issues.
    e. Manage the vendor's project team and vendor's task execution and deliverables.

21. **Project Timeline:**
    a. Provide a suggested work breakdown structure that illustrates vendor's conversion/migration recommendations and timing for this project.

b. Provide a timeline in the form of a project plan showing task ownership, County or vendor, including third party vendors.

22. **Staffing:**
    a. Describe the skillsets the County resources will be expected to provide to perform their tasks.
    b. Specify tasks the vendor will work on site and which tasks will be completed off site.
    c. If a secondary vendor(s) will work on this project, describe the secondary vendor's role(s) explicitly.
    d. Describe what vendor staffing will be required, including that of secondary vendor(s).
    e. List names, titles, and provide resumes of vendor staff to be assigned to this project. Please limit the contents of each resume to two (2) pages and focus on the skillsets required for this project. Include this information for any secondary vendors.

Testing, Quality Assurance and Warranty:

23. **Testing Environment / Testing Approach:** Include the vendor's recommended testing approach. Describe how each of the following types of testing is addressed, validated, completion criteria, and describe the expected roles and responsibilities for vendor and County:
    a. Unit/component testing
    b. Integration testing
    c. Regression testing
    d. Parallel testing
    e. Stress/load/performance testing
    f. Customer acceptance testing. Include a description of how testing would be conducted by individual departments and as a group for acceptance prior to deployment.
24. **Testing Tools:**
    a. What testing will the vendor provide before handing over the converted code to the County?
    b. Does the vendor's testing methodology support automated testing? If yes, describe what automated testing will be conducted.
25. **Quality Assurance:** Describe what features are available to make the vendor's migration highly reliable.
26. **Warranty:** Describe the warranty the vendor will provide, what is included, and duration**.** The minimum expectation for warranty is 12 months. See also Appendix A, **APPENDIX A –** SAMPLE COUNTY CONTRACT, Exhibit B, **EXHIBIT B –** SPECIAL

CONDITIONS, items 4, 5, 6, 8, and 9. The County will look more favorably at vendors with warranty periods longer than the minimum specified herein.

Training and Implementation:

27. **Training:**
    a. Describe training the vendor will provide to County staff, including technical training to developers or system administrators. Include the number of hours provided, and approximate schedule. State whether a train-the-trainer model is assumed for any portion of the training provided. Include all costs for the recommended training (user manuals, technical training manuals, etc) in Appendix B, **APPENDIX B –** COST PROPOSAL TEMPLATE.
    b. Describe any additional training (needed experience) County staff requires that the vendor does not provide.

28. **Implementation:**
    a. Provide examples of previously executed implementation strategies.
    b. Provide the implementation (go-live) strategy recommended for County of San Luis Obispo.
    c. Indicate capabilities for parallel processing.
    d. Discuss 'big bang' vs. phased approach. What are the drawbacks of each approach and how will the vendor handle them? What would the vendor's recommendations be regarding this strategy?
    e. Based on prior experience, the vendor shall propose the method by which the County will determine that the migration is ready for production.
    f. Provide a risk management plan that identifies the risks likely to occur in a project of this size and complexity, and provide corresponding risk mitigation/avoidance/acceptance strategies.

Summary and Cost Proposal:

29. **Post Implementation Outcomes –** Provide three (3) to five (5) examples of post implementation outcomes from clients depicting satisfaction/dissatisfaction with the product(s). List gaps found.
    a. What were the implementation challenges?
    b. What can be done to mitigate these risks listed in 29a above?
    c. What were the vendor's service level agreements for post implementation, such as performance, response time, etc? Were they met?
    d. From the user's perspective, how did they rate the old environment vs. the new?
    e. Include reference stated in this section under item 4, Experience With Similar Systems.

30. **Assumptions:** Include any assumptions not already included within other items within this RFP.

31. **Summary:** Describe any final issues not covered in the items above that the vendor feels are relevant in the evaluation. What features differentiate the vendor's solution from other solutions? To reiterate, the vendor should have displayed proven, solid, experience in VSE and Microsoft platforms, displayed proven, solid, experience in DB2, VSAM, and SQL Server environment and presented appropriate experience and talent on the vendor's staff.

32. **Cost Proposal:** Provide a cost proposal for a turnkey implementation as described in this section (Section V) for the Property Tax System Modernization using the Cost Proposal Spreadsheet template provided in Appendix B, **APPENDIX B –** COST PROPOSAL TEMPLATE. A turnkey implementation includes converting all Property Tax System mainframe and associated Windows applications (see Appendix F, **APPENDIX F –** PROPERTY TAX SYSTEM INTERFACES), including data conversion, proposed hardware/software, and warranty.

    a. Cost proposals shall be broken down by category and shall include all costs to the County for Professional Services, Software Products, and any Software Licensing. Cost proposals shall separate costs provided by vendor and third party providers. County reserves the right to purchase hardware and software independent of the vendor.

    b. Professional services shall be separated by subcategory and shall include, but not be limited to, all costs to the County for Project Management, Training, Code Conversion, Data Conversion, Implementation, and other subcategories as needed.

    c. Proposals for vendor and third party professional services are expected to be on a "time and materials, not-to-exceed" basis where the County compensates firms on the basis of hours and expenses incurred up to a ceiling amount. The County may also request revised pricing offers from such respondents, and make an award and/or conduct negotiations thereafter.

    d. All Software License Fees, Software Products, and Warranty costs must be listed as separate items and as a fixed price.

    e. The selected vendor will be required to provide insurance coverage according to the requirements in the sample contract, Appendix A, **APPENDIX A –** SAMPLE COUNTY CONTRACT**,** General Conditions, item #19. This amount of insurance coverage shall be reflected in the cost proposal where indicated.

    f. The cost proposal must include all labor, travel, lodging, meals, car rental and any other expense costs for employees travelling to site in order to fulfill the requirements of this RFP. Note: Vendor travel expenses must be itemized and receipts provided. Meals must be claimed at the actual amount spent up to the County's maximum allowable amounts. For your convenience, Appendix G, **APPENDIX G – 2012 SAN LUIS OBISPO COUNTY** TRAVEL POLICY AND RATES**,** contains the County's travel reimbursement rates for 2012.

Technical Requirements Response Form:

33. **Technical Requirements Response Form**: Vendors are to complete the **Technical Requirements Response Form** attached to this RFP as Appendix C, **APPENDIX C – TECHNICAL** REQUIREMENTS RESPONSE FORM and available on the County Purchasing website listed on page 1 of this RFP.

    It is assumed that all capabilities are provided at no additional cost, unless disclosed. If additional costs exist, state 'Additional Cost' in the Response column and disclose the amount in Appendix B, **APPENDIX B –** COST PROPOSAL TEMPLATE. Do not disclose the cost on this form.

    Response Codes: Choose the proper code from the drop down menu in the Response Codes column, according to the following codes and their description:

Code	Description
F = Fully Provided	Fully provided "Out-of-the-Box"
P = Partially Provided	Partially provided. Vendor to describe what is included and what is not in Vendor Comments
3 = Third Party	Third Party Software/Services Required, Fully provided
3P = Partially Provided by Third Party	Partially provided by Third Party. Vendor to describe what is included and what is not in Vendor Comments
NA = Not Available	

Notes:

a. If third party software is needed to fulfill a function, indicate the software vendor name and describe the solution in the column marked Vendor Comments.

b. Vendors are encouraged to thoroughly respond to each requirement in the column marked Vendor Comments. Include diagrams or pre-published documents as appropriate.

c. The requirements in Appendix C, **APPENDIX C – TECHNICAL** REQUIREMENTS RESPONSE FORM include the requirements the County views as "Essential", "Highly Desirable", and "Optional." It is in the County's best interest to obtain responses to this proposal from many different vendors. The County would like to know which of these numerous requirements can be met; however, vendors should not be dissuaded from submitting a proposal even if the response to some of the requirements is "not available."

Following is the format of Appendix C, **APPENDIX C – TECHNICAL** REQUIREMENTS RESPONSE FORM.

Ref No	Description	Essential/ Highly Desirable/ Optional	Availability (Response Codes)	Third Party Products	Vendor Comments
1.1	Requirement	E/H/O	F/P/3/3P/NA		

Contract Exceptions or Assumptions

34. **Contract Exceptions:** Vendors are to list any exceptions or assumptions to the sample contract included in this RFP as Appendix A**,APPENDIX A –** SAMPLE COUNTY CONTRACT.

VI. APPENDIX A – SAMPLE COUNTY CONTRACT

CONTRACT

FOR

INFORMATION TECHNOLOGY SERVICES

THIS CONTRACT FOR INFORMATION TECHNOLOGY SERVICES ("Contract") is made and entered into by and between the County of San Luis Obispo ("County" or "Licensee"), a public entity in the State of California, and [VENDOR_NAME], a [STATE] Corporation ("Vendor" or "Contractor").

WITNESSETH:

WHEREAS, County is in need of professional services for Property Tax System Modernization, which includes automated conversion and migration services to migrate mainframe applications and data to a Windows/Intel server platform.; and

WHEREAS, Contractor has different skills and products than can be produced by County civil service employees; and

WHEREAS, in accordance with Government Code 31000 special administrative services may be contracted; and

NOW THEREFORE, in consideration of the covenants, conditions, agreements, and stipulations set forth herein, the parties hereby agree that Contractor shall perform the services described herein for the compensation set forth herein, subject to the terms and conditions set forth herein.

1. General Conditions – The parties agree to the general conditions described in Exhibit A "General Conditions", attached hereto and incorporated herein by reference as if set forth in full at this point.

2. Special Conditions – The parties agree to the special conditions described in Exhibit B "Special Conditions" (if any), attached hereto and incorporated herein by reference as if set forth in full at this point.

3. Professional Services – Contractor agrees to perform professional services and the parties agree to the terms and conditions related to said professional services in Exhibit C "Statement of Work", attached hereto and incorporated herein by reference as if set forth in full at this point.

4. Compensation – The parties agree to the compensation described in Exhibit D "Compensation", attached hereto and incorporated herein by reference as if set forth in full at this point.

5. Other Exhibits – The following Exhibits are attached hereto and incorporated herein by reference: [List them below]

6. Term of Contract - This Contract shall commence on October 9, 2012 and shall terminate on June 30, 2016, unless said work is completed on a date prior thereto or unless terminated earlier as provided therein. Termination of the Contract may be effectuated by the Department Head without the need for action, approval or ratification of the Board of Supervisors.

IN WITNESS WHEREOF, the parties have executed this agreement as of the date set forth below.

Nothing further follows except signatures.//

CONTRACTOR:

[VENDOR NAME]

A [STATE] Corporation

By: _____

_____

[Vendor Contact Name] Date
[Vendor Contact Title]

NOTARIZATION

STATE OF _____ _____)

) SS.

On _____ before me, (here insert name and title of the officer), personally appeared _____, personally known to me (or proved to me on the basis of satisfactory evidence) to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity (ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

WITNESS my hand and official seal.

_____ (SEAL)

Notary Public

My Commission Expires: _____

COUNTY:

COUNTY OF SAN LUIS OBISPO

A Public Entity in the State of California

COUNTY COUNSEL:

Approved as to form and legal effect.

Warren R. Jensen.
County Counsel

By: _____
_____

Deputy County Counsel Date

COUNTY OF SAN LUIS OBISPO

A Public Entity in the State of California

By: _____
_____

Chair, Board of Supervisors Date

Attest By: _____
_____

County Clerk and Ex-Officio Clerk Date
of the Board of Supervisors

EXHIBIT A – GENERAL CONDITIONS

1. **Independent Contractor.** Contractor, its officers, agents, employees, contractors and subcontractors, shall be deemed to be an independent contractor of County at all times during this Contract. Nothing in this Contract shall be construed as creating a civil service employer-employee relationship, partnership or a joint venture relationship. Nothing in this Contract authorizes or permits the County to exercise discretion or control over the professional manner in which Contractor provides goods and/or services. However, Contractor's services, if any, shall be provided in a manner consistent with all applicable federal, state, and local rules, laws, statutes, standards and regulations governing such services.

2. **No Eligibility for Fringe Benefits.** Contractor understands and agrees that Contractor and its personnel are not, and will not be, eligible for membership in or any benefits from any County group plan for hospital, surgical, vision, dental, or medical insurance, or for membership in any County retirement program, or for paid vacation, paid sick leave, or other leave, with or without pay, or for any other benefit which accrues to a County employee. The only performance and rights due are those specifically stated in this Contract or existing as a matter of law.

3. **Warranty of Contractor**. Contractor warrants that Contractor has obtained and shall keep in full force and effect during the term of this Contract, all permits, registrations and licenses, if necessary, to accomplish the work specified in the Contract. Contractor warrants that it, and each of the personnel employed or otherwise retained by Contractor, will at all times, to the extent required by law, be properly certified and licensed under the local, state and federal laws and regulations applicable to the provision of the services, if any, provided under this Contract.

4. **Compliance with all Laws**. Contractor warrants that Contractor will observe, comply with, and cause all of its agents and personnel to observe and comply with all federal, state, and local laws, rules, regulations and orders applicable to Contractor in Contractor's performance under this Contract. If any conflict arises between provisions of the scope of work or specifications in this Contract and any law, then the Contractor shall immediately notify the County in writing.

5. **Power and Authority of Contractor**. If Contractor is a corporation or a limited liability company, Contractor represents and warrants that it is and will remain, throughout the term of this Contract, either a duly organized, validly existing California corporation or limited liability company in good standing under the laws of the State of California or a duly organized, validly existing foreign corporation or limited liability company in good standing in the state of incorporation or organization and authorized to transact business in the State of **California and have an agent for service of process in California.**

6. **Assignment, Delegation or Subcontracting of Contract.** Contractor shall not assign any of **Contractor's rights, delegate any of Contractor's duties, or subcontract any portion of** Contractor's obligations under this Contract without the prior written consent of the County. No assignment, delegation or subcontracting will release Contractor from any of its obligations or alter any of its obligations to be performed under this Contract. Any attempted assignment, delegation or subcontracting in violation of this provision is voidable at the option of the County. If subcontracting is approved by the County, Contractor shall remain primarily liable for all of its obligations under the Contract. Contractor is responsible for payment to subcontractors and must monitor, evaluate, and account for the subcontractor(s) services and operations.

7. **Standard of Performance**. The parties acknowledge that the County, in selecting Contractor to provide the goods and/or services hereunder, is relying upon the Contractor's reputation for excellence in the delivery of such goods and/or the performance of the services required hereunder.

8. **Key Project Personnel**. Contractor shall make every effort to ensure that key personnel, if any, identified in this Contract are available to support the administration of this Contract and are not diverted from the project without prior written notice to the County. Key personnel are those individuals who are determined to be central to the management of the project and implementation of the scope of work under this Contract Should such individual or individuals no longer be employed during the term of this Contract by Contractor, County shall have the right to terminate this Contract on thirty (30) days' written notice. Contractor agrees to identify in writing the members of the project team for Contractor at the time of the signing of this Contract. The County shall have the right to approve all members of the project team,

if any, and to request removal and replacement with cause of any member for a lawful reason. The County reserves the right to require a change in Contractor's personnel assigned to this project if the assigned representatives are not, in the County's opinion, meeting its needs adequately and/or timely.

Contractor shall obtain the County's prior written consent fifteen (15) days, or such shorter time as agreed by the parties, in advance of any assignment of any Key Personnel resulting in the alteration or reduction of time expended by such individual in performance of contractor's duties under this Agreement, which consent will not be unreasonably withheld by the County. In the event any one of the Key Personnel is reassigned, becomes incapacitated, or ceases to be employed by contractor and therefore becomes unable to perform the functions or responsibilities assigned to him or her, contractor shall (i) within five (5) business days temporarily replace such person with another person properly qualified to perform the functions of such replaced person, and (ii) within one (1) month, permanently replace such replaced person with another person approved by the County and properly qualified to perform the functions of such replaced person. Further, contractor will provide a no cost transition period of forty (40) hours if contractor removes a consultant identified as a Key Personnel. If that key personnel is the Project Manager then contractor will provide an eighty (80) hour no-cost transition period.

9. **Waiver**. No delay or failure on the part of any party to this Contract in exercising any right, power, or privilege under this Contract shall impair any such right, power, or privilege or be construed as a waiver of any default or any acquiescence therein. No single or partial exercise of any such right, power or privilege shall preclude the further exercise of such right power or privilege or the exercise of any other right, power or privilege. No waiver shall be valid unless made in writing and signed by the party against whom enforcement of such waiver is sought and then only to the extent expressly specified therein.

10. **Nondiscrimination**. Contractor agrees that it will abide by all applicable federal, state, and local laws, rules and regulations concerning nondiscrimination and equal opportunity in contracting. Such laws include, but are not limited to, the following: Title VII of the Civil Rights Act of 1964 as amended; the Americans with Disabilities Act of 1990; the Rehabilitation Act of 1973; California Fair Employment and Housing Act; and California Labor Code sections 1101 and 1102. Contractor shall not discriminate against any employee, subcontractor, or applicant for employment because of race, age, color, ancestry, religion, sex/gender, sexual orientation, mental disability, physical disability, national origin, political beliefs, organizational affiliations, or marital status in the recruitment, selection for training, hiring, employment, utilization, promotion, playoff, rates of pay or other forms of compensation. Contractor shall not discriminate in providing the goods or services under this Contract because of age, race, color, national origin, ancestry, religion, sex/gender, sexual orientation, mental disability, physical disability, medical condition, political beliefs, organizational affiliations, or marital status. Contractor's violation of this provision shall be deemed a material default by Contractor giving the County a right to terminate this Contract for cause.

11. **Indemnification.** Contractor shall defend, indemnify and hold harmless the County, its officers and employees from all claims, demands, liability, loss, injury, damages, costs, expenses, judgments, attorney fees, or other losses that may be asserted by any person or entity, including Contractor, and that arise out of or are made in connection with the negligent or wrongful acts or omissions relating to Contractor's performance of any obligation or duty provided for or relating (directly or indirectly) to this Contract, excepting only loss, injury or damage caused by the sole negligence or willful misconduct of personnel employed by the County, provided that (a) the County promptly notifies Contractor for any claim for which it intends to seek indemnity under this Section ("Claim"), (b) the Contractor has the opportunity to assume and control the defense of any such Claim, and (c) the County agrees to provide reasonable cooperation (if necessary) to Contractor in its defense of such Claim.

12. **Late Payment of Charges or Fees.** The Contractor acknowledges and agrees that the County will not pay late payment charges.

13. **Payment.** Payment shall be made according to the compensation plan on Exhibit D. Payment shall be net thirty (30) Days from the date of delivery, or installation (If Contractor's installation services are specified in

the applicable statement of work), and acceptance of the goods and services ordered, or net thirty (30) days from an undisputed invoice date, whichever is later.

Sales tax, if any, shall be noted separately on every invoice. Items not subject to sales tax shall be clearly identified on the invoice. Contractor shall be responsible for payment of all state and federal taxes assessed on the compensation received upon this Contract and such payment shall be identified under the Contractor's federal and state identification numbers(s). The County does not pay Federal Excise Taxes. Contract shall not charge County for delivery, drayage, express, parcel post, packing, cartage, insurance, license fees, permits, cost of bonds, or for any other purpose, unless expressly authorized by the County, in writing.

Payment by County, or the receipt by Contractor of such payment, shall not relieve Contractor of its obligations under this Contract. Electronic transfer of funds is an optional method of payment made to the Contractor's bank account with a financial institution. Should Contractor choose Electronic Transfer of Funds as the method of payment, then payment is deemed to have been made when the County initiates the electronic fund transfer. In the event Contractor receives payment for goods and/or services, which payment is later disallowed by the County pursuant to state or federal law or regulation, the Contractor shall promptly refund the disallowed amount to the County upon notification. At County's option, County may offset the amount disallowed from any payment due to Contractor under any agreement with the Contractor.

14. **Disputed Payments.** If, due to either an issue with the charges on an invoice or the Contractor's failure to perform its obligations under this Contract, the County disputes any charge(s) on an invoice, the County may withhold the disputed amount, provided that (a) there is a reasonable basis for the dispute, and (b) the County delivers a written statement to Contractor within ten (10) days of the due date of the invoice, describing in detail the basis of the dispute and the amount being withheld by the County.

15. **Fiscal Controls.** Contractor shall adhere to the accounting requirements, financial reporting, and internal control standards as described in the Auditor-Controller Contract Accounting and Administration Handbook, (Handbook) which contains the minimum required procedures and controls that must employed by Contractor's accounting and financial reporting system, and which is incorporated herein by reference. Contractor shall require subcontractors to adhere to the Handbook for any services funded through this contract, unless otherwise agreed upon in writing by County. The Handbook is available at http://www.slocounty.ca.gov/AC/, under Policies and Procedures or at the Auditor-Controller's Office, 1055 Monterey Street Room D220, County Government Center, San Luis Obispo, California, 93408. The Office of Management and Budget (OMB) circulars are available at http://www.whitehouse.gov/omb/circulars.

16. **Audit Rights.** In addition to the County's audit option identified in Section V of the Handbook, Government Code section 8546.7 states that every County contract involving the expenditure of funds in excess of $10,000 is subject to examination and audit by the State Auditor. Contractor shall permit the State Auditor to have access to any pertinent books, documents, papers and records for the purpose of said audit. County shall advise Contractor if it becomes aware of such audit at least fourteen (14) days prior to the commencement of the audit. All payments made under this Contract shall be subject to an audit at County's option, and shall be adjusted in accordance with said audit. The Contractor shall be responsible for receiving, replying to, and complying with any audit exceptions set forth in any County audits. This provision is in addition to any other inspection and access rights set forth in this Contract.

17. **Tax Information Reporting.** Upon request, Contractor shall submit its tax identification number or social security number, whichever is applicable, in the form of a signed W-9 form, to facilitate appropriate fiscal management and reporting.

18. **Availability of Funding.** The County's obligation for payment of any contract beyond the current fiscal year end is contingent on the availability of funding. No legal liability on the part of the County shall arise for payment beyond June 30 of the calendar year unless funds are made available for such performance. If the County notifies Contractor in writing that the funds for this Contract have not been appropriated or provided, this Contract will terminate. In such an event, the County shall have no further liability to pay any funds to the Contractor or to furnish any other consideration under this Contract, and the Contractor shall not be obligated

to perform any provisions of this Contract or to provide good and/or services under this Contract. If partial funds are appropriated or provided, the County shall have the option to either cancel this Contract with no liability to the County or offer a Contract amendment to the Contractor to reflect the reduced amount. County shall provide, in good faith and if reasonably practicable to do so, notice to Contractor at least thirty (30) days in advance of such termination pursuant to this Section.

19. **Insurance.** Contractor, at its sole cost, shall purchase and maintain the insurance policies set forth below on all of its operations under this Contract. All of the insurance companies providing insurance for Contractor/Consultant shall have, and provide evidence of, an A.M. Best and Co. rating of A:VII or above, unless exception is granted by the County's Risk Manager, and be authorized to do business in the State of California. Further, all policies shall be maintained for the full term of this Contract and related warranty period if applicable.

Commercial General Liability. Policy shall include coverage at least as broad as set forth in Insurance Services Office Commercial General Liability Coverage (CG 00 01) with policy limits of not less than one million dollars ($1,000,000.00) combined single limit per occurrence. Policy shall be endorsed with the following specific language or contain equivalent language in the policy:

a. The County, its officers and employees, are named as an additional insured for all liability arising out of the operations by or on behalf of the named insured in the performance of this Contract.

b. The insurance provided herein shall be considered primary coverage to the County with respect to any insurance or self-insured retention maintained by the County. Further, the County's insurance shall be considered excess insurance only and shall not be called upon to contribute to this insurance.

c. The policy shall not be cancelled or materially changed without first giving thirty days prior written notice to the County.

Business Automobile Policy. Policy shall include coverage at least as broad as set forth in the liability section of Insurance Services Office Business Auto Coverage (CA 00 01) with policy limits of no less than $1 million dollars combined single limit for each occurrence. Said insurance shall include coverage for owned, non-owned, and hired vehicles. Policy shall be endorsed with the following specific language or contain equivalent language in the policy:

a. "The policy shall not be cancelled or materially changed without first giving thirty days prior written notice to the County."

b. "The County of San Luis Obispo, its officers and employees, is named as an additional insured for all liability arising out of the operations by or on behalf of the named insured in the performance of this Agreement."

Workers' Compensation/Employer's Liability Insurance. Workers' compensation policy shall provide statutory limits as required by State of California. Policy shall be endorsed with the following specific language or contain equivalent language in the policy: "Contractor and its insurer shall waive all rights of subrogation against the County, its officers and employees for workers' compensation losses arising out of this contract. The policy shall not be cancelled or materially changed without first giving thirty days prior written notice to the County." Employer's liability policy shall provide one million dollars ($1,000,000.00) per accident for bodily injury or disease.

Deductibles and Self-Insurance Retentions. All deductibles and/or self-insured retentions which apply to the insurance policies required herein will be declared in writing and approved by the County prior to commencement of this contract.

Documentation. Prior to commencement of work and annually thereafter for the term of this contract, Contractor will provide to the County properly executed certificates of insurance clearly evidencing the coverage, limits, and endorsements specified in this contract. Further, at the County's request, the Contractor shall provide copies of endorsements and certified copies of the insurance policies within thirty days of request.

Absence of Insurance Coverage. The County may direct Contractor to immediately cease all activities with respect to this Contract if it determines that Contractor fails to carry, in full force and effect, all insurance policies

with coverage levels at or above the limits specified in this contract. Any delays or expense caused due to stopping of work and change of insurance shall be considered Contractor's delay and expense

20. **Liens, Claims and Encumbrances.** Contractor represents and warrants that all goods and materials ordered and delivered under this Contract, if any, are free and clear of all liens, claims or encumbrances. Title to the material and supplies purchased shall pass directly from Contractor to County subject to the right of County to reject upon inspection of receipt.

21. **Force Majeure.** Neither the County nor Contractor shall be deemed in default in the performance of the terms of this Contract if either party is prevented from performing the terms of this Contract by causes beyond its control, including without limitation: acts of God; rulings or decisions by municipal, Federal, States or other governmental bodies; any laws or regulations of such municipal, Federal, States or other governmental bodies; or any catastrophe resulting from flood fire, explosion, or other causes beyond the control of the defaulting party. Any party delayed by force majeure shall as soon as reasonably possible give the other party written notice of the delay, including the particulars in reasonable detail of the cause of the inability. The party delayed shall use commercially reasonable efforts to correct the cause of the delay, if correctable, and if the condition that caused the delay is corrected, the party delayed shall immediately give the other parties written notice thereof and shall resume performance under this Contract.

22. **Signatory Authority.** Any individual executing this Contract on behalf of Contractor represents and warrants that he/she has full power and authority to enter into, deliver, and perform this Contract on behalf of Contractor, and that this Contract is binding upon said Contractor in accordance with its terms.

23. **Nondisclosure**. All reports, information, documents, or any other materials prepared by Contractor under this Contract are the property of the County unless otherwise provided herein. Such reports, information, documents and other materials shall not be disclosed by Contractor without County's prior written consent. Any requests for information shall be forwarded to County along with all copies of the information requested. The County shall be the sole decision maker regarding whether and how to release information according to law.

24. **Conflict of Interest.** Contractor acknowledges that Contractor is aware of and understands the provisions of Sections 1090 et seq. and 87100 et seq. of the Government Code, which relate to conflict of interest of public officers and employees. Contractor certifies that Contractor is unaware of any financial or economic interest of any public officer or employee of the County relating to this Contract. Contractor agrees to comply with applicable requirements of Government Code section 87100 et seq. during the term of this Contract.

25. **Immigration Reform and Control Act.** Contractor acknowledges that Contractor, and all subcontractors hired by Contractor to perform services under this Contract are aware of and understand the Immigration Reform and Control Act ("IRCA") of 1986, Public Law 99-603. Contractor certifies that Contractor is and shall remain in compliance with ICRA and shall ensure that any subcontractors hired by Contractor to perform services under this Contract are in compliance with IRCA.

26. **Third Party Beneficiaries.** It is expressly understood that the enforcement of the terms and conditions and all rights of action related to enforcement shall be strictly reserved to the County and Contractor. Nothing contained in this contract shall give or allow a claim or right of action whatsoever by any other third person.

27. **California Public Records Act**. The County is a public agency subject to the disclosure requirements of the California Public Records Act ("CPRA"). If Contractor's proprietary information is contained in documents or information submitted to County as part of the proposal process, and Contractor claims that such information falls within one or more CPRA exemptions, Contractor must clearly mark such information as "CONFIDENTIAL AND PROPRIETARY" and identify the specific pages and sections containing the information. In the event of a request for documents under the CPRA, the County will make reasonable efforts to provide notice to Contractor prior to such disclosure. If Contractor contends that any documents or portions thereof are exempt from the CPRA and desires to prevent such disclosure, Contractor is required to obtain a protective order, injunctive relief, or other appropriate remedy from a court of law in San Luis Obispo County before the County's deadline for responding to the CPRA request. If Contractor fails to obtain such remedy within the County's deadline to response, the County may disclose the requested information without obligation to Contractor. If Contractor instructs County to withhold the requested

documents, Contractor shall defend, indemnify, and hold the County harmless against any resulting claim, action or litigation, provided that (a) the County promptly notifies Contractor of any claim for which it intends to seek indemnity under this Section, (b) Contractor has the opportunity to assume and control the defense of the claim, and (c) the County agrees to provide reasonable cooperation, if necessary, to Contractor in Contractor's defense of the claim.

If the County receives a CPRA request regarding the goods and/or services provided pursuant to this Contract, and believes that some of the information sought may be exempt from disclosure, the County may notify Contractor of the request. If such notification is made, County will make reasonable attempts to confer with Contractor regarding an appropriate response to said request. If Contractor contends that any documents are Contractor's confidential or proprietary material, exempt from the CPRA and/or not subject to the CPRA, and Contractor wishes to prevent disclosure of said documents, Contractor shall instruct County to withhold said documents and/or seek any judicial remedies available to Contractor including, without limitation, a protective order. If Contractor fails to respond to County in writing prior to the County's deadline for responding to the CPRA request, the County may disclose the requested information under the CPRA without liability to the County. Contractor shall defend, indemnify and hold the County harmless against any claim, action or litigation (including but not limited to all judgments, costs, fees, and reasonable attorney's fees) that may result from full or partial denial of a CPRA request involving Contractor's records.

28. **Non-Exclusive Agreement**. This Contract does not establish an exclusive relationship between the County and the Contractor. The County expressly reserves all its rights, including but not limited to, the following: the right to utilize others to provide products, support and/or service; the right to request proposals from others with or without requesting proposals from the Contractor; and the unrestricted right to bid any such product, support, or service.

29. **Use of County's Name for Commercial Purposes**. Contractor may not use the name of the County or reference for any endorsement from the County in any fashion or for any purpose, without the prior written consent of the County as provided by the Director of the General Services Agency.

30. **Counting Days.** Days are to be counted by excluding the first day and including the last day, unless the last day is a Saturday, a Sunday, or a legal holiday, and then it is to be excluded.

31. **Time is of the Essence.** Time is of the essence in the delivery of the goods and services by Contractor under this Contract. In the event that the Contractor fails to deliver goods, services, or support on time, and such failure is solely the fault of Contractor, the Contractor shall be liable for any costs incurred by the County because of Contractor's delay. For instance, County may purchase or obtain the goods, services, or support elsewhere and the Contractor shall be liable for the difference between the price in the Contract and the cost to the County. The Contractor shall promptly reimburse the County for the full amount of its liability, or, at County's option, the County may offset such liability from any payment due to the Contractor under the Contract with the County. The County's rights and remedies provided herein shall not be exclusive and are in addition to any other rights and remedies provided by law. The acceptance by County of late or partial performance with or without objection or reservation shall not waive the right to claim damage for such breach and shall not constitute a waiver of the rights or requirements for the complete and timely performance of any obligation remaining to be performed by the Contractor, or of any other claim, right or remedy of the County.

32. **Termination for Cause.** If the County determines that there has been a material breach of this Contract by Contractor that poses a threat to the public's health and safety, the County may immediately terminate the Contract. In addition, County shall have the right to terminate this Contract for cause upon written notice to the Contractor. County shall specify in its notice the reason and the effective date of termination. For purposes of this Contract, for cause shall include, but not be limited to, the following:

a. Failure to perform under this Contract to the satisfaction of the County; or

b. Failure to fulfill in a timely and professional manner Contractor's obligations under this Contract; or

c. Any requisite licenses or certifications held by Contractor are terminated, suspended, reduced, or restricted; or

d. Failure to comply with federal, state, or local laws, rules, and/or regulations; or

e. Failure or refusal to furnish information or cooperate with any inspection, review or audit of Contractor's program or County's use of Contractor's program. This includes interviews or reviews of records in any form of information storage.

All obligations to provide good and/or services shall automatically terminate on the effective date of termination. Contractor shall thereafter have no further rights, powers, or privileges against County under or arising out of this Contract. In the event a breach does not result in termination, but does result in costs being incurred by County, said costs shall be charged to and paid by Contractor, which costs may include, but are not limited to, costs incurred by County in investigating and communicating with Contractor regarding said breach, including staff time.

33. **Termination for Convenience.** The County may terminate this Contract at any time by giving the Contractor at least ninety (90) day's written notice of termination for convenience ("Notice of Termination for Convenience"). Termination for convenience shall be effective at 11:59 p.m., Pacific Time, on the intended date for termination (the "Termination Date"). The County shall deliver to the Contractor a notice specifying the date upon which such termination will become effective, which shall be at least ninety (90) days after the date of the notice. Termination for convenience shall have no effect upon the rights and obligations of the parties arising out of any services which were provided prior to the effective date of such termination. Contractor shall be paid for all work satisfactorily completed prior to the effective date of termination. After receiving a Notice of Termination for Convenience, Contractor shall, unless directed by County, place no further subcontracts for services or materials, terminate all subcontracts to the extent they relate to the work terminated, and settle all outstanding liabilities arising from the termination of subcontracts. Once the County has paid in full the agreed license fee for the Software and all associated implementation work, County shall have a perpetual, irrevocable, nonexclusive, fully-paid, royalty-free license to use and modify the Software.

34. **Termination for Bankruptcy.** If Contractor is adjudged to be bankrupt or should have a general assignment for the benefit of its creditors, or if a receiver should be appointed on account of Contractor's insolvency, the County may terminate this Contract immediately without penalty. For the purposes of this section, bankruptcy shall mean the filing of a voluntary or involuntary petition for bankruptcy or similar relief from creditors; insolvency; the appointment of a trustee or receiver, or any similar occurrence reasonably indicating an imminent inability to perform substantially all of the Contractor's duties under this Contract.

35. **Bankruptcy/Insolvency License Vesting Rights**. All licenses granted to County under or pursuant to this Contract, if any, are and shall be deemed to be, for purposes of any formal insolvency proceeding and pursuant to Section 365(n) of the U.S. Bankruptcy Code, valid and presently existing licenses of rights to intellectual property as defined under Section 101 of the U.S. Bankruptcy Code, as amended. The parties agree that the County, as a licensee of such rights under this Contract, shall retain and may fully exercise all of its rights and elections under the U.S. Bankruptcy Code, as amended, including rights to obtain source code.

36. **Power to Terminate.** This Contract may be terminated by the General Services Agency Director without the need for action, approval, or ratification by the County's Board of Supervisors.

37. **Delegation of Authority.** The Board of Supervisors delegates to the County of San Luis Obispo General Services Agency Director the authority to amend the Contract to extend the term of this Contract, provide for additional goods and/or services and/or increase compensation to Contractor in an amount not to exceed the lesser of the following amounts: ten percent (10%) of the Contract total or twenty-five thousand dollars ($25,000.00). The Board of Supervisors delegates the authority to the County of San Luis Obispo General Services Agency Director to amend this Contract to extend its term up to one additional year. Any amendment made pursuant to a delegation of authority will only be effective if, prior to the delivery of the

goods and/or commencement of services or extension of the Contract, the amendment is memorialized in writing, is approved by County Counsel, and is signed by the County of San Luis Obispo General Services Agency Director.

38. **Disentanglement.** Contractor shall cooperate with County and County's other contractors to ensure a smooth and timely transition at the time of termination of this Contract, regardless of the nature or timing of the termination. Contractor shall cooperate with County and otherwise take all steps reasonably required to assist County in effecting a complete and timely transition to ensure that there is no interruption of any services required under this Contract and there is no adverse impact on the supply of goods, material and/or services. Contractor shall provide County with all information regarding the goods and/or services or is otherwise needed for the disentanglement. Contractor shall deliver to County or its designee, at County's request, all documentation and data related to County, held by Contractor, including extracting data in a format that allows the data to be imported into any new program specified by the County. Such extraction shall be paid by Contractor if the Contract is terminated due to Contractor's breach.

39. **Liquidated Damages**

Delays in Major Milestones. Contractor and County will agree upon a written Project Schedule with milestone completion dates. Contractor acknowledges and agrees that time is of the essence, and agrees to make every reasonable effort to complete the Project in accordance with the Project Schedule and all applicable schedules. Since County will be damaged if the System is not completed according to the Project Schedule, County shall be entited to compensation for any failture by Contractor to meet its obligations hereunder in strict accordance with such schedules. It is and will be difficult and impractical to determine the actual damage the County will sustain by reason of such delay; it is therefore agreed that County will be entitled to a refund of one-half of one percent (.50%) of the Contract Price for every X days past a milestone Project Schedule deadline, in addition to and not in limitation of any other lawful remedies that may be available to the County under this Contract and/or the law. If Contractor fails to pay said liquidated damages, the County may deduct the amount thereof from any money due or that may become due the Contractor under the terms of this Contract.

Delay in Final Acceptance of Services: All time limits stated in the Contract are of the essence. Should, by fault of the Contractor, the Project not be completed and accepted within thirty (30) days after the scheduled Final Acceptance of Services date, unless otherwise agreed upon in writing, it is mutually agreed by and between Contractor and County that a delay would seriously affect the public and the operation of the County's District Attorney's Office. Accordingly, County and Contractor agree that Contractor shall pay to County, the amount of $_____ per calendar day as damages for breach of this Contract, which is the nearest measure of damages that can be fixed at this time due to the difficulty and impracticability of determining the actual damage the County will sustain by reason of such delay. This paragraph shall not limit the County's right to pursue any other lawful remedy available to the County under the law, at equity or pursuant to this Contract. If Contractor fails to pay said liquidated damages, the County may deduct the amount thereof from any money due or that may become due the Contractor under the terms of this Contract.

Other Breaches. In the event Contractor materially breaches this Contract and County terminates on that basis, Contractor will pay County, as liquidated damages, $_____. The parties agree that the damages set forth in this section are liquidated damages and not penalties and that they are reasonable in light of the harm that will be caused by breach, the difficulties of proof of loss, and the inconvenience and infeasibility of otherwise obtaining an adequate remedy.

40. **Governing Law.** This Contract shall be construed and interpreted according to the laws of the State of California, excluding its conflict of law principles. Proper venue for legal actions shall be exclusively vested in state court in the County of San Luis Obispo. The parties agree that subject matter and personal jurisdiction are proper in state court in the County of San Luis Obispo and waive all venue objections.

41. **California Title 24, Energy Standards**. Contractor recognizes that the State of California Administrative Code, Title 24 contains mandatory standards and policies relating to energy efficiency in the state energy conservation plan, and recognizes it may have applicability to Contractor.

42. **Compliance re: Environmental Laws.** For contracts in excess of $100,000 Contractor shall comply with Section 306 of the Clean Air Act (42 U.S.C. § 1857(h)), Section 508 of the Clean Water Act, (33 U.S.C. 1368), Executive Order 11738 and Environmental Protection Agency regulations, (40 C.F.R. Part 15).

43. **Headings.** The headings contained in this Contract are for reference purposes only and shall not affect in any way the meaning or interpretation of this Contract.

44. **Severability**. Contractor agrees that if any provision of this Contract is found to be invalid, illegal or unenforceable, such term or provision shall be deemed stricken and the remainder of the Contract shall remain in full force and effect. Upon determination that any term or provision is invalid, illegal or unenforceable, the parties shall negotiate in good faith to modify this Contract so as to affect the original intent of the parties as closely as possible.

45. **Entire Agreement and Modifications**. This Contract supersedes all previous contracts or memorandums of understandings between the parties to this Contract on the same subject matter and constitutes the entire understanding of the parties. Contractor shall be entitled to no other benefits than those specified herein. No changes, amendments or alterations shall be effective unless in writing and signed by both parties. Contractor specifically acknowledges that in entering into and executing this Contract, Contractor relies solely upon the provisions contained in this Contract and no others.

EXHIBIT B – SPECIAL CONDITIONS

1. **Defined Terms.**
   a. Services – Refers to code conversion services, training services, services to customize software, custom application software development services, application modification design and analysis, or other professional services to be performed within the scope of the contract. Services may include project management, maintenance, installation, technical support, site analysis, configuration analysis, consulting and development resources as needed to implement interfaces such as those between the property tax system and the items listed in Exhibit __, Property Tax System Interfaces – The entire countywide Property Tax System which includes the County's infrastructure, software, and any third party provided infrastructure and software.
   b. Hardware – The physical interconnections and devices required to store and execute (or run) the software that is part of the County Property Tax system.
   c. Software - The computer programs and data used for the purposes of supporting the County Property Tax system. Some of this software will be migrated to a new Windows/Intel platform, and some of this software will be used to support that migrated software.
   d. Product – Authorized equipment or software, offered by the contractor under the terms and conditions of the contract

2. **Acceptance (Services).** Acceptance procedures for the Services will be as set forth in this Section. "Acceptance" shall be defined as the County's written agreement that the Implementation is complete such that the processing of live data may be commenced. The County's refusal to provide such written agreement shall constitute a rejection of the Implementation as being complete. No payment for the Services will be due before Acceptance thereof. Any notice of rejection will explain how the Implementation fails to meet the requirements of this Contract. Contractor will, upon receipt of such notice, investigate the reported deficiency and exercise reasonable efforts to remedy it promptly. The County, at its sole discretion, will have the option to re-perform the Acceptance test. If the Contractor is unable to remedy the deficiency within sixty (60) days of notice of rejection, the County shall have the option of terminating this Contract in its entirety for default.

3. **Manufacturer Warranty.** Any manufacturer warranties for any Products furnished under this Contract shall be passed through from Contractor to the County.

4. **Performance Warranty (Services)**. Subject to any warranty exclusions otherwise set forth in this Contract, Contractor represents and warrants that it will provide the Services in a commercially reasonable manner in substantial conformity with the Documentation (the "Performance Warranty"). Except as may be expressly agreed in writing by Contractor, Contractor's Performance Warranty does not apply to defects, problems, or failures caused by the County's nonperformance of obligations essential to Contractor's performance of its obligations.

5. **Performance Warranty (Software)**: Subject to any warranty exclusions otherwise set forth in this Contract, Contractor represents and warrants that for a period of ____ months from the date of the County's acceptance of the Software, that the Software: (a) will perform substantially in accordance with this Contract (including, without limitations, all descriptions, Specifications, and drawing identified in the statement of work, and Exhibit [*]) (b) will perform substantially in accordance with all published documentation specifications for the Software; and (c) will be free from material defects in materials and workmanship.

6. **Surreptitious Code**. Contractor represents and warrants that the Software will be free, at the time of delivery, from harmful code (i.e., computer viruses, worms, trap doors, time bombs, disabling code, or any similar malicious mechanism designed to interfere with the intended operation of computers or software), viruses or other program routines designed to erase, corrupt, alter or otherwise harm files, data or other software programs; and back doors that circumvent the system's security by a hardware or software mechanism which is intentionally hidden by designers of the system, often for the purpose of providing access to service technicians or maintenance programmers. Contractor warrants to the County that no copy of the licensed Software provided to County contains or will contain any "self-help code" or any unauthorized code as defined below. The warranty is referred to in this Contract as the "no surreptitious

code warranty." As used in this Contract, "self-help code' means any back door, time bomb, drop dead device, or other software routine designed to disable a computer program automatically with the passage of time or under the positive control of a person other than a licensee of the Software. It does not include software routines in a computer program, if any, designed to permit an owner of the computer program to obtain access to a licensee's computer System for purposes of maintenance or technical support. As used in this Contract, "unauthorized code" means any virus, Trojan horse, worm, or other software routines or equipment components, designed to permit unauthorized access to disable, erase, or otherwise harm software, equipment, or data, or to perform any other such actions. Contractor will defend the County against any claim, and indemnify the County against any loss or expense arising out of any breach of the no surreptitious code warranty.

7. **Performance Warranty (Hardware).** Subject to any warranty exclusions otherwise set forth in this Contract, Contractor warrants that each Hardware component, when delivered to County, will be in good operating condition, free from defects in material and workmanship. Contractor further warrants that each Hardware component will perform in accordance with the Specifications for a period of _____ months from the date of County's acceptance of the Hardware.

8. **Software Ownership Warranty.** Contractor warrants that it is the owner of the licensed Software and that it has full right to license to County the (non-exclusive) use of the licensed Software.

9. **Rights to Provide Services.** Contractor warrants that it has the right to provide the Services hereunder, using all computer software required for that purpose.

10. **Intellectual Property Indemnification.** Subject to the indemnification procedures in the next sentence, Contractor shall, at its own expense, indemnify, defend, settle, and hold harmless the County and its agencies against any claim brought against the County, based on Contractor's alleged infringement of any patent, trademark, copyright or other proprietary rights of a third party, including trade secret rights under the laws of the United States, unless and except to the extent that such infringement is caused by Contractor's compliance with County's specifications or instructions, or Contractor's use of trademarks or data supplied by County. If any third party makes a claim covered by this Section against the County with respect to which the County intends to seek indemnification under this Section, the County shall give reasonably prompt notice of such claim to the Contractor, including a brief description of the amount and basis therefore, if known. Upon giving such notice, the Contractor shall be obligated to defend the County against such claim, and shall be entitled to assume control of the defense of the claim with counsel chosen by the Contractor, and satisfactory to the County. The County shall cooperate with and assist the Contractor in its defense against such claim in all reasonable respects, at no cost to the County. The Contractor shall keep the County fully apprised at all times as to the status of the defense. Notwithstanding the foregoing, the County shall have the right to employ its own separate counsel in any such action, but the fees and expenses of such counsel shall be at the expense of the County. Neither the Contractor nor the County shall be liable for any settlement of action or claim effected without its consent. Following indemnification as provided in this Section, the Contractor shall be subrogated to all rights of the County with respect to the matters for which indemnification has been made.

11. **Confidentiality.** Contractor shall not use for personal gain or make other improper use of privileged or confidential information which is acquired in connection with this Contract. The term "privileged or confidential information" includes, but is not limited to: unpublished or sensitive technological or scientific information, medical, personnel or security records; County information or data which is not subject to public disclosure.

EXHIBIT C – STATEMENT OF WORK

[To be inserted when final contract is developed]

EXHIBIT D – COMPENSATION

Maximum Compensation Amount

The maximum amount of this contract shall not exceed $xxx,xxx.xx.

EXHIBIT E – VENDOR PROPOSAL

[Vendor's proposal is to be inserted here in contract.]

VII. APPENDIX B – COST PROPOSAL TEMPLATE

The table below includes the format required by this RFP to total costs. Insert blank lines as needed per category. All items to be priced in US dollars.

Cost Categories	Description	Qty/Hrs	Cost	Extended Cost
Professional Services				
Project Management				
Training				
Code Conversion Services				
Data Conversion Services				
Implementation Services				
Warranty Services				
Other: (please itemize)				
Subtotal: Professional Services				
Software Products (Taxable)				
Subtotal: Software Products				
Software Licensing (Taxable)				
Subtotal: Software Licensing				
Other				
Subtotal: Other				
Travel Expenses (See Appendix G of this RFP)				
Insurance Fee to comply with County General Contractual Conditions				
Total Project Costs (Excluding Taxes)				

VIII. APPENDIX C – TECHNICAL REQUIREMENTS RESPONSE FORM

This appendix is available by clicking on the Excel icon below or downloading the file from the County Purchasing web site located at the following URL: http://www.slocounty.ca.gov/GSA/Purchasing/Current_Formal_Bids_and_Proposals.htm

RFP Property Tax System Modernizatior

IX. APPENDIX D – INVENTORY AND METRICS

For purposes of preparing proposals for this RFP, the following mainframe system information should be used. This list may be modified by the County, during any part of the contract negotiation and/or execution by the vendor, as reasonable, required and determined by the County.

Programs

Type	Quantity	Lines of Code	Number of Bytes
Assembler	**70**	**19,034**	
File IO Modules	**748**		**20,887**
COBOL CICS No SQL	**627**	**596,654**	
COBOL CICS With SQL	**149**	**179,147**	
COBOL CICS RSP No SQL	**14**	**10,056**	
COBOL CICS CSA No SQL	**2**	**2,044**	
COBOL CICS CSA With SQL	**1**	**883**	
COBOL Batch No SQL	**741**	**561,611**	
COBOL Batch With SQL	**273**	**335,729**	
COBOL Blocks	**295**	**13,933**	
Vision:Sixty (DYL260)	**559**	**36.418**	
Vision:Results (DYL280)	**79**	**15,117**	
Grand Total	**3,558**	**1,770,626**	**20,887**

	Quantity	Lines of Code
SyncSorts	**246**	**2,355**

Databases and Files

Type	Quantity	Occupied Data	Record Layouts
DB2 Tables	112	1.8 GB (Data)	TBD
		1.0 GB (Index)	
DB2 Data/Index Total	**112**	**2.8 GB**	**TBD**
VSAM KSDS Data	268	11.6 GB	TBD
VSAM KSDS Data (with in-house compression)	36	1.7 GB	TBD
VSAM Index	35	0.5 GB	TBD
VSAM ESDS Data	79	0.4 GB	TBD
VSAM Data/Index Total	**418**	**14.2 GB**	**TBD**
Sequential Files	35	0.3 GB	TBD
Temporary Work Files	173	unknown	TBD
Grand Total	**738**	**17.3 GB**	**1187**

JCL

Quantity	Lines of Code	VSE Jobs (// JOB)	Steps (EXEC)
669	55,854	556	4,030

Daily on-line Transactions

Average	21,000
Peak	45,000

End User Counts

Assessor	84
Auditor-Controller	10
Tax Collector	40
Other County	670
Total	**804**

Maximum Concurrent users (production only) 108

Laser Print Forms Counts

ISIS generated	69
ISIS generated (w/barcodes)	16
Other	3
Total	**88**

Reports sent to Integrated Document Management (OpenText/VistaPlus) 578

X. APPENDIX E – CURRENT MAINFRAME CONFIGURATION FOR THE PROPERTY TAX SYSTEM

For purposes of preparing proposals for this RFP, the following mainframe system information should be used. This list may be modified by the County, during any part of the contract negotiation and/or execution by the vendor, as reasonable, required and determined by the County.

Mainframe platform	IBM z/890 – 130 (2086-A04)
Operating system	z/VM V5.2 z/VSE V4.2.2
Transaction Processing	CICS/VSE V2.3.0
CICS regions (2)	Production (PROD1) Development (DEVL1)
Communications	TCP/IP for VSE R1.5F (CSI International)
CICS monitor	TMON for CICS/VSE R2.9 (Allen Systems Group)
Security	Intersession R7.1.317 (Data 21) CICS native security In house security system Property Tax System internal security
VTAM Menu application	InterSession R7.1.317 (Data 21)
Console Automation	FAQS/ASO R5.3A (CSI International)
3270 Terminal emulators	BlueZone V5.0C3 (Rocket Software) (Multiple concurrent sessions are run) PerComm (IBM) – supported by departments
Databases	IBM DB2 for VSE V7.5
Files	IBM VSE/VSAM V220
Batch Environments (2)	Production (PROD1) Development (DEVL1)
Batch Job control	z/VSE V4R2.1 System Control Statements (VSE JCL) VSE/POWER V8R2 Administration and Operation (POWER JECL) FAQS/PCS R5.3A (CSI International) Job scheduling In house developed - manual setup & release
Automated Job scheduler	FAQS/PCS R5.3A (CSI International)
Manual Job scheduler	ZC/ZD in house systems
Batch utilities/products	IBM IDCAMS CICS/CEMT from Batch (MacKinney Systems) SyncSort VSE 3.7A (Syncsort) Faver II R3.5 SP7 (CA)
Backup tool	Faver II R3.5 SP7 (CA) Vision:Sixty R11 (DYL260) programs
Print output manager	Infoprint Manager for Windows 2.2
Report archiving system	CA Deliver R3.2 SP7 (output/results processing)
Print Forms	ISIS R6 (ISIS Papyrus)
File (non VSAM)/tape manager	EPIC/VSE R7.2B (CSI International)

Gateway applications	ViaSQL (including Legacy Data Manager) R4.5.5 (Viaserv)
IBM and ISV modules/commands	CEE5DMP (LE batch Cobol program dump) FTPBATCH (FTP) GVEXPORT (Faver II) GVRESTOR (Faver II) ATTACH (ViaSQL) CLOSEPIPE (ViaSQL) CSSETUP (ViaSQL) DETACH (ViaSQL) GETMSG (ViaSQL) MESSAGE (ViaSQL) OPENPIPE (ViaSQL) PUTPIPE (ViaSQL) REQEXEC (ViaSQL) SPAREA (ViaSQL) STATUS (ViaSQL) IDCAMS MTPBATCH (CICS/CEMT from Batch) ARIDBS TSIDAC2 (EPIC) TSIDASS (EPIC) TSIDMNT (EPIC)
Program/JCL source repository	Panvalet R14.3 (CA)
Program development	IBM Cobol for VSE 1.1.0 Vision:Results (DYL280) R5.0 (CA) Vision:Sixty (DYL260) R11.0 (CA) Assembler V1R5
CICS user interface development	SDF/CICS for CICS/VSE V1.4
Database Tools	IBM ISQL
Testing/Debugging tools	InterTest R4.4.9 (CA) IBM Debug Tool 110 (batch only) Abend trap routine (CICS only) CEE5DMP (batch only) In-house batch dump (Assembler)
CICS facilities in use	Temp Storage Queues Commarea
Billing	IBM CIMS In-house system TMON for CICS
External interfaces [Note: Refer to Appendix F for more details]	FTP: CA Deliver/FTP to IDM (OpenText VistaPlus) CA Deliver/FTP to Departmental servers ViaSQL: CSA (CICS Cobol) VB6 and .NET desktop applications Direct access to SQL tables CICS Cobol Remote Stored Procedures

Legacy Data Manager
VB6 and .NET desktop applications
Direct access to VSAM files
User exit for access to compressed VSAM files

XI. APPENDIX F – PROPERTY TAX SYSTEM INTERFACES

This appendix is available by clicking on the Excel icon below or downloading the file from the County Purchasing web site located at the following URL:
http://www.slocounty.ca.gov/GSA/Purchasing/Current_Formal_Bids_and_Proposals.htm

Property Tax System Interfaces.xls

XII. APPENDIX G – 2012 SAN LUIS OBISPO COUNTY TRAVEL POLICY AND RATES

This appendix is available by clicking on the Adobe Acrobat icon below or downloading the file from the County Purchasing web site located at the following URL:
http://www.slocounty.ca.gov/GSA/Purchasing/Current_Formal_Bids_and_Proposals.htm

Adobe Acrobat Document

XIII. APPENDIX H – TERMINOLOGY

This section contains definitions that are used throughout this document, including appropriate abbreviations.

"Acceptance Test" means a test, which must be passed before a system, or individual system component, is considered to meet specified requirements.

"Contract" or "Agreement" means an agreement for the procurement of items of tangible personal property or services.

"Contractor" means successful vendor who enters into a binding contract.

"Controlled Parallel Testing" means testing of an application to ensure that the processing of a new version of an application is consistent with respect to the processing of the previous application version. Critical processes will be identified for the testing.

"County" means the County of San Luis Obispo.

"Days" means calendar days, unless otherwise specified.

"Evaluation Committee" means a body overseen by the County project manager, and includes some or all project team members, to perform the evaluation of vendor proposals.

"End-to-end Testing" means testing to validate whether the flow of applications from the starting point to end point is happening perfectly. It can test a single business process or an entire system.

"Final Acceptance" The decision that the System is complete and fully functional; that it meets all requirements specified in the contract; that the vendor has met all contractual obligations; that the County is prepared to meet all financial commitments to the vendor.

"Finalist" is defined as a vendor who meets all the mandatory specifications of the Request for Proposal and whose score on evaluation factors is sufficiently high to qualify that vendor for further consideration by the Evaluation Committee.

"Integration Testing" means testing of combined parts of an application to determine if they function together correctly. This is usually performed after unit testing.

"Interface" means the transmission of data that will allow for efficient and logical interaction with other applicable systems.

"Mandatory" The terms "must", "shall", "will", "is required", or "are required", identify a mandatory item or factor. Failure to meet a mandatory item or factor may result in the rejection of the vendor's proposal.

"Offer" or "Proposal" generally refers to the offer submitted in response to an RFP, whether denominated as a RFP, solicitation, or otherwise.

"Performance Test" means testing conducted to evaluate the compliance of a system or component with specified performance requirements. Often this is performed using an automated test tool to simulate a large number of users. Also known as "Load Testing"

"Product" refers to authorized equipment or software, offered by vendor under the terms and conditions of the contract.

"Purchasing Department" refers to the group within the General Services Agency of San Luis Obispo County primarily responsible for implementing the County's Board of Supervisors approved policies and procedures for purchasing.

"Regression Testing" means retesting a previously tested application following modification to ensure that new faults have not been introduced or previously fixed faults have not reappeared because of the changes made.

"Reliability Test" is a test conducted after the system has been put into real or mock production mode which demonstrates that the system meets all functional requirements and performs according to standards specified in the contract without downtime or other internally caused disruption for a specified period of time. Successful completion of the reliability test is a requirement for each module and final acceptance of the system.

"Request for Proposals" or "RFP" means all documents, including those attached or incorporated by reference, used for soliciting proposals.

"Services" refers to code conversion services, training services, services to customize software, custom application software development services, application modification design and analysis, or other professional services to be performed within the scope of the contract. Services may include project management, maintenance, installation, technical support, site analysis, configuration analysis, consulting and development resources as needed to implement interfaces such as those between the property tax system and the items listed in Appendix F, **APPENDIX F – PROPERTY** TAX SYSTEM INTERFACES.

"Shall" The word "shall" is used to define a binding provision.

"System" The entire countywide Property Tax System, which includes the County's infrastructure, software, and any third party provided infrastructure and software.

"Unit Testing" means testing of individual software components to determine if they function as expected. A unit is the smallest testable part of an application.