REQUEST FOR QUOTE

FOR

DIGITAL AERIAL AND OBLIQUE IMAGERY

FROM: CLAY COUNTY PROPERTY APPRAISER
477 HOUSTON ST
GREEN COVE SPRINGS, FL 32043

PUBLISH DATE: JUNE 29, 2018
TABLE OF CONTENTS

1 IMPORTANT INFORMATION: .............................................................................................................. 2

2 INTRODUCTION................................................................................................................................. 3
  2.1 PURPOSE...................................................................................................................................... 3
  2.2 CLAY COUNTY PROPERTY APPRAISER Office Overview .......................................................... 3

3 SCOPE.................................................................................................................................................. 3
  3.2 Orthophotography and Oblique Photography Base Requirements .............................................. 4
  3.3 Oblique Photography ..................................................................................................................... 4
  3.4 Orthophotography Deliverables Specifications ............................................................................ 5
  3.5 Oblique Photography Deliverables Specifications ....................................................................... 7
  3.6 Disaster Coverage Imagery .......................................................................................................... 8

4 INSTRUCTIONS FOR RESPONSES.................................................................................................. 8
  4.1 Delivery of Responses .................................................................................................................. 8
  4.2 Questions/Requests for Interpretation & Addenda .................................................................. 8
  4.3 Cost of Preparation ...................................................................................................................... 9
  4.4 Rejection of Proposals, Withdrawal of Proposals, and Modification of Proposals .................. 9
  4.5 Deviations .................................................................................................................................... 9
  4.6 Maintenance of Records/Public Records Law ............................................................................ 9
  4.7 Public Entity Crimes Statement .................................................................................................. 11

5 RESPONDENT INFORMATION REQUIRED IN THIS REQUEST..................................................... 11
  5.1 Statement of Qualifications ........................................................................................................ 11
  5.2 Respondents Proposal ............................................................................................................... 11
  5.3 Requested Information ............................................................................................................... 12
  5.4 Services Required ...................................................................................................................... 12
  5.5 Schedule of Events .................................................................................................................... 13

6 APPENDIX A...................................................................................................................................... 14
1 IMPORTANT INFORMATION:

This Request for Quote (RFQ) is being issued to obtain planning information. Your response shall be considered binding and shall be used as part of any contract negotiation if you are chosen as the winning vendor.

Please make every attempt to provide complete, accurate, and detailed information in your responses to this RFQ.

ISSUED BY:

Clay County Property Appraiser’s Office
477 Houston St
Green Cove Springs, FL 32043
www.ccpao.com

KEY DATES:

Release Date: June 29, 2018
Response Due Date: 4pm, Friday, July 20, 2018

INQUIRIES/RESPONSES

Please direct all inquiries and responses* to:

Clay County Property Appraiser’s Office
Attn: Shannon Nolan, CCF
Director, Information Services
snolan@ccpao.com
904-278-3708

*Responses should include a signed cover letter, and one copy must be electronically submitted via email.
2 INTRODUCTION

2.1 PURPOSE

The Clay County Property Appraiser’s Office (herein “CCPAO”) is seeking qualified professionals (herein “Professionals”) to provide high-resolution 6-inch aerial photography (Ortho- and Oblique) services. The services will be used to enhance mapping systems and improve related applications for the CCPAO. A flight map (Appendix A) has been designed to show the desired area. The CCPAO would like aerials for all parcels within the red boundary and oblique’s along the coast (St Johns River).

2.2 CLAY COUNTY PROPERTY APPRAISER OFFICE OVERVIEW

2.2.1 Background

The CCPAO is responsible for identifying, locating, and fairly valuing all property, both real and personal, within the county for tax purposes. The market value of real property is based on the current real estate market. In addition, the CCPAO performs the following functions:

- Track ownership changes
- Maintain maps of parcel boundaries
- Maintain descriptions of buildings and property characteristics
- Receive and process applications from individuals eligible for exemptions and other forms of property tax relief
- Analyze trends in sales prices, construction costs, and rents to best estimate the value of assessable property
- Manages approximately 91,720 real property parcels and 5,782 tangible personal property (TPP) accounts.

3 SCOPE

3.1.1 The CCPAO will use these services for the purposes of land records management, map production, GIS activities, real estate and tangible property valuation and various land and environmental analysis. In order to meet the suitability requirements for these applications, it is necessary that the products be to the accuracy and precision outlined in the specifications contained herein and adhere to all applicable Florida Statutes. According to section 193.023, Florida Statutes, the Florida Department of Revenue (FDOR) shall establish minimum standards for the use of image technology consistent with standards developed by professionally recognized sources for mass appraisal of real property. The FDOR states that orthophotos are a type of survey as defined in Chapter 472, Florida Statutes, Professional Surveying and Mapping. Therefore, the procurement of professional services to create orthophoto must be in compliance with section 287.055, Florida Statutes, and all work performed for this project must be in compliance with the Minimum Technical Standards, Rule Chapter 5J-17, Florida Administrative Code, pursuant to Chapter 472. All deliverables will be made available to the public via the CCPA website and will be subject to any public records request pursuant to Chapter 119, Florida Statutes.

3.1.2 At a minimum, the Professional shall provide the CCPAO access to high-resolution 6-inch ortho and oblique imagery captured between December 2018 and February 2019.

3.1.3 Work to be performed by the Professional shall be only on the flight area described in Appendix A.

3.1.4 Services include but are not limited to the following items:
3.1.5 Aerial photography

3.1.5.1 One (1) digital orthophotography capture of the portion of Clay County depicted in Appendix A, adhering to Florida Department of Revenue (FDOR) specifications at a minimum of 6-inch resolution

3.1.5.2 One (1) oblique photography capture of the coast of the St Johns River in Clay County depicted in Appendix A

3.2 ORTHOPHOTOGRAPHY AND OBLIQUE PHOTOGRAPHY BASE REQUIREMENTS

3.2.1 Orthophotography.

3.2.2 All imagery shall be collected using a calibrated digital aerial sensor.

3.2.3 For the orthophotography intended for FDOR and public use, the Professional will deliver image tiles in GeoTIFF, Mr.SID and ECW formats in 6-inch resolution tiles. Delivery shall include a single mosaic of the entire county in an ECW format and made available on an external hard drive. For all orthophotography collections, the Professional will deliver image tiles in GeoTIFF, Mr.SID and ECW format of the entire county. Delivery shall include a single mosaic of the entire county in an ECW format and made available on a hard drive and online for unlimited viewing, including in ArcMap 10.1 or later, by agencies and/or individual users authorized by the CCPAO.

3.2.4 The Professional will capture and deliver the image tiles of the area described in Appendix A with the capture occurring between December 2018 and February 2019 and delivery by April 2019. Once the capture of the area is completed, the Professional will have a maximum of 60 days to deliver the final imagery. The CCPAO will have access to sample tiles of the captured imagery prior to delivery for quality control purposes and approval.

3.2.4.1 Unless otherwise requested, the orthophotography and other derivative products shall be referenced to the latest NGS realization of the North American Datum of 1983 (NAD83) adjustment. The map projection referenced shall be to the appropriate Florida State Plane Coordinate System in units of US Survey Feet. Vertical Datum shall be referenced to the D_North_American_1983_HARN.

3.3 OBLIQUE PHOTOGRAPHY

3.3.1 Color oblique imagery will be a JPEG or GeoTIFF mosaic delivered on a physical drive in JPEG format, georeferenced with a custom trailer containing all the necessary metadata for each image. Also, the color oblique imagery will be available on an external hard drive and for unlimited viewing online by the CCPAO and other Clay County government agencies designated by the CCPAO.

3.3.2 Professional will make available via the CCPAO website link color oblique imagery for unlimited public viewing with basic panning, zooming and printing functionality of the entire area described in Appendix A.

3.3.3 Images must have an unobstructed view of the ground and objects on the ground with minimum nominal oblique ground sampling distance of 6 inches.

3.3.4 The Professional will deliver shapefiles representing the oblique footprint of each image trapezoid in State Plane Coordinate System, NAD83 HARN State Plane Florida East FIPS 0901 Feet.
3.4 ORTHOPHOTOGRAPHY DELIVERABLES SPECIFICATIONS:

3.4.1 All deliverables will be the property of the CCPAO and are considered public record under Chapter 119, Florida Statutes. The Professional will deliver both the Ortho-Rectified color infrared and natural color imagery. The Professional will retain a copy of the original data for a minimum period of five (5) years and must contact the CCPAO before destroying the data.

3.4.2 The Professional will document all data deliveries with an itemized transmittal letter.

3.4.3 File formats and image types clarity and quality of the imagery is of the highest importance. Imagery will be delivered as uncompressed GeoTIFF images with valid projection header information, as well as compressed in MrSID and ECW formats.

3.4.4 The Professional will include a file “ProjectName_Cutlines” in ESRI Shape file format, containing a feature class of non-overlapping polygons with no data voids for the project area. Each polygon will delineate image capture dates used to seam together photographs for the production of orthophotography. The feature class should conform to project boundary, and must have one date field named FLIGHTDATE that identifies the date the imagery was collected. The FLIGHTDATE attribute field should be populated as YYYYMMDD. An additional field in the cutline polygon will be required for specifying the GeoTiff filename.

3.4.5 A Professional Surveyor and Mapper (PSM) will prepare a survey report that documents all processes and is compliant with relevant Minimal Technical Standards for Professional Surveying and Mapping done in Florida. The Report of Orthophotography Survey that shall at a minimum include the following items:

3.4.5.1 Project title and reference number
3.4.5.2 Name and address of corporation (certificate of authorization number)
3.4.5.3 Surveyor in responsible charge (contact information)
3.4.5.4 Abbreviations, definitions; data sources; etc.
3.4.5.5 Final deliverable listing of files stating filename with extension and delivery date in the appendix of the survey report.
3.4.5.6 Introduction, purpose, objectives
3.4.5.7 Scope of work
3.4.5.8 Reference to ground control survey by title, survey date, corporation, and certifying Surveyor and Mapper.
3.4.5.9 Describe all equipment used, software used, etc.
3.4.5.10 Imaging sensor description and calibration report
3.4.5.11 Airborne GPS report
3.4.5.12 Aerial triangulation control coordinates and aerial triangulation blocks along with statistical summaries
3.4.5.13 Check point accuracy analysis according to the FGDC NATIONAL STANDARD FOR SPATIAL DATA ACCURACY (FGDC-STD-007.3-1998)
3.4.5.14 Digital Orthophoto image acquisition dates and logs
3.4.5.15 Digital Orthophoto image production specifications
3.4.5.16 Digital elevation model acquisition (identify source and accuracy)

3.4.5.17 List of field and office personnel

3.4.5.18 Professional Surveyor and Mapper certification will include the following: “I CERTIFY TO THE BEST OF MY KNOWLEDGE AND BELIEF THAT THIS DIGITAL ORTHOPHOTOGRAPHY MAP MEETS OR EXCEEDS THE CONTRACT REQUIREMENTS AND THE MINIMUM TECHNICAL STANDARDS APPLICABLE FOR THIS WORK, AS SET FORTH IN CHAPTER 5J-17, F.A.C., PURSUANT TO CHAPTER 472, FLORIDA STATUTES.”

3.4.5.19 FGDC Metadata for each image tile in digital XML file format.

3.4.5.20 Report will include a map overlay which will display the following items:

3.4.5.21 All horizontal and vertical ground control will identify which points were constrained during aerial triangulation and which points were used for check during NSSDA analysis.

3.4.5.22 Aerial triangulation blocks.

3.4.5.23 Shapefiles supporting the map overlay.

3.4.5.24 Digital orthophotography cutlines and dates associated with the strips

3.4.5.25 Digital orthophotography tile limits and layout

3.4.5.26 Base map features (USGS quad, county boundaries, major roads, major hydrography /water bodies, township/range lines, basin boundaries, cities).

3.4.5.27 The Professional will deliver two (2) hardcopies of this report with the following final digital media deliverables.

3.4.5.28 Final digital media submittal will include:

   a) Digital copy of the Orthophotography Survey report
   b) Orthophotography image tiles
   c) Metadata XML file for each image tile
   d) Final surface model used to rectify photography
   e) Image checkpoints used for accuracy testing in ShapeFile (point) format and excel format
   f) Digital files used for Survey Report map overlays in ESRI Shape file format:
      - All horizontal and vertical ground control will identify which points were constrained during aerial triangulation and which points were used for check during NSSDA analysis.
      - Aerial triangulation blocks
      - Digital orthophotography cut lines and dates associated with the photographs
      - Digital orthophotography tile limits and layout
      - Digital orthophotography Control Point Locations
   f) Final submittals will be delivered on a single portable external USB accessible computer drive and accompanied by an itemized transmittal letter. All deliverables including the portable hard drive will become the
property of the CCPAO. The drive shall be labeled on the outside with the following information:

*Project Title*
*Purchase Order Number*
*Work Order Name*
*Work Order Number*
*Consultant Name*
*Project Manager’s Name*

g) Metadata compliant with the Federal Geographic Data Committee's (FGDC) Content Standard for spatial metadata in ArcCatalog compatible XML format will be delivered. Metadata should be in accordance with recommendation of the National Digital Elevation Program Guidelines for Digital Elevation Data, Version 1. The following minimum guidelines must be adhered to in the metadata:

h) Metadata must be delivered in a format compatible with ArcGIS 10.3

i) Copies of all survey reports must be delivered in PDF format. The CCPAO will utilize these as attachments to the FGDC metadata.

3.5 **OBlique Photography Deliverables Specifications:**

3.5.1 A minimum nominal oblique ground sampling distance of at least three (6) inches measured at the center of each oblique image.

3.5.2 All the Oblique Imagery should be delivered in JPEG format with geo-referencing metadata.

3.5.3 The Oblique Imagery should have an unobstructed view of the ground and objects on the ground from at least four (4) Oblique views from cardinal directions.

3.5.4 The Professional should be able to capture the Oblique Imagery without infringing the Air Traffic Control flying height restrictions in the Clay County region.

3.5.5 The Professional will deliver shapefiles representing the oblique footprint of each image trapezoid in State Plane Coordinate System, NAD83 HARN State Plane Florida East FIPS 0901 Feet.

3.5.6 The radiometric quality of the Oblique imagery should be optimized. The imagery should be free of artifacts caused due to atmospheric conditions or system malfunction.

3.5.7 All the Oblique Imagery should be captured when the sun-angle is higher than 30 degrees. Also, the Oblique imagery should be free of cloud, cloud-shadows or any other artifact that inhibits the clear view of the ground.

3.5.8 The Professional should perform combined Aerial Triangulation of the different views of the Oblique Imagery to ensure the relative accuracy of the ground features from different look angles.

3.5.9 The Professional shall deliver oblique imagery in a web-based application with a minimum of the following tools:

   a) The Oblique application should enable the user to explore each property with cardinal direction oblique imagery.
b) The Oblique application should have measurement tools for accurately determining area, distances, heights, etc.

c) The Oblique application should be able to display all history oblique imagery of the capture area.

d) The Oblique application should be able to display the different vintages of the oblique imagery captured under the scope of this RFQ as side-by-side comparisons for change analysis.

e) The user should be able to access the time and date of capture for each Oblique image.

3.6 DISASTER COVERAGE IMAGERY

Upon request of the CCPAO, the Professional will provide at no additional charge updated imagery of up to 300 square miles of affected areas upon the occurrence of any of the following events:

3.6.1 Hurricane: areas affected by hurricanes of Category I and higher. (Coverage for areas below Category I, i.e., Tropical Storms, and for areas exceeding 300 square miles will be subject to vendor resource availability)

3.6.2 Tornado: areas affected by tornados rated EF4 and higher. (Coverage for tornados below EF4 and for areas exceeding 300 square miles will be subject to vendor resource availability)

3.6.3 Tsunami: areas affected by damage to critical infrastructure resulting from tsunamis. (Coverage for areas exceeding 300 square miles will be subject to vendor resource availability)

3.6.4 Terrorist: areas affected by damage from terrorist attack. (Coverage for areas exceeding 300 square miles will be subject to vendor resource availability)

3.6.5 Earthquake: areas affected by damage to infrastructure resulting from earthquakes measured at 6.0 or higher on the Richter scale. (Coverage for earthquakes rated below 6.0 on the Richter scale and for areas exceeding 300 square miles will be vendor resource availability)

4 INSTRUCTIONS FOR RESPONSES

4.1 DELIVERY OF RESPONSES

4.1.1.1 Responses should include a mailed copy with a signed cover letter, and copy must be electronically submitted via email to the CCPAO by date and times in accordance with the information and requirements stated on Page 1 (Important Information) of this RFQ.

4.1.1.2 CCPAO will in no way be responsible for delays caused by the United States Postal Services or for delays caused by any other occurrence. Bidders are cautioned to plan necessary delivery time accordingly.

4.2 QUESTIONS/REQUESTS FOR INTERPRETATION & ADDENDA
4.2.1.1 No substantive interpretation of this RFQ will be made to any bidder orally. Every question and/or request for such interpretation must be emailed and addressed to the following person:

Shannon Nolan, Director, Information Services
Email: snolan@ccpao.com

4.2.1.2 Questions/requests for interpretation will be answered in writing and, if, in the sole discretion of CCPAO it is deemed necessary, any substantive interpretations and any supplemental instructions will be in the form of a written addendum which, if issued, will be posted on ccpao.com

4.2.1.3 No oral understanding or agreement shall be binding on either party. Failure of a bidder to receive any such Amendment or interpretation shall not relieve said bidder from an obligation under its offer as submitted. All amendment(s) so issued shall become part of the contract documents.

4.3 Cost of Preparation

Costs incurred for developing responses and in anticipation of award of the agreement are entirely the responsibility of the proposer and shall not be charged to the CCPAO.

4.4 Rejection of Proposals, Withdrawal of Proposals, and Modification of Proposals

4.4.1.1 A proposal may be rejected if it is conditional or incomplete. The CCPAO may reject any or all proposals.

4.4.1.2 A bidder may modify a proposal after its submission by withdrawing its original proposal and resubmitting a new proposal prior to the RFQ submission deadline. Proposal modifications offered in any other manner, oral or written, will not be considered.

4.4.1.3 A bidder may withdraw its bid by submitting a written withdrawal request to the CCPAO, signed by the bidder or an authorized agent. A bidder may thereafter submit a new bid prior to the bid submission deadline. Bids may not be withdrawn without cause subsequent to bid submission deadline.

4.4.1.4 The CCPAO may modify the RFQ prior to the date fixed for submission of proposals by the issuance of an addendum to all parties who received the RFQ.

4.4.1.5 The CCPAO reserves the right to reject all bids. The CCPAO is not required to award an agreement.

4.4.1.6 Before submitting a response to this solicitation, bidders should review, correct all errors and confirm compliance with the RFQ requirements.

4.4.1.7 The CCPAO reserves the right to cancel, in whole, or in part, this solicitation document when deemed to be in the best interest of the CCPAO.

4.5 Deviations

4.5.1.1 Bids must be submitted for all requirements and performance of all the services described herein. Any deviation from the work specifications will not be considered and will cause a bid to be rejected.

4.5.1.2 Acceptance of Applicable Policies and Procedures

4.5.1.3 Firms responding to this RFQ agree by submission of such response to accept and comply with the CCPAO policies and procedures that apply to the selection process for this project.

4.5.1.4 Any concerns, or issues, relating to current policies and procedures may be addressed with CCPAO staff, but separate from this selection process.

4.6 Maintenance of Records/Public Records Law
4.6.1.1 In accordance with Chapter 119, Florida Statutes, and, except as may be provided by other applicable State and Federal laws, all Proposers should be aware that this Solicitation Document and all Proposals are in the public domain and are available for public inspection. Proposers are requested, however, to identify specifically any information contained in their Proposals which they consider confidential and/or proprietary, inclusive of trade secrets as defined in Section 812.081, Florida Statutes, and which they believe to be exempt from disclosure, citing specifically the applicable exempting law and including narrative explaining the applicable legal exemption as it relates specifically to Proposer's confidential and/or proprietary information.

4.6.1.2 All Proposals received in response to this Solicitation Document will become the property of the CCPAO and will not be returned. In the event of an award, all documentation produced as part of the contract will become the exclusive property of the CCPAO.

4.6.1.3 All materials that qualify for exemption from Chapter 119, Florida Statutes, or other applicable law must be submitted in an attachment or in a separate envelope, clearly identified as "EXEMPT FROM PUBLIC DISCLOSURE" with Proposer's name and the Solicitation Document number marked on the outside.

4.6.1.4 The CCPAO will not accept Proposals when the entire Proposal is labeled as exempt from public disclosure.

4.6.1.5 Be aware that the designation of an item as exempt from public disclosure by a Proposer may be challenged in court by any person or entity. By designation of material in the Proposal as exempt from public disclosure, Proposer agrees to defend the CCPAO (and its employees, agents and elected and appointed officials) against all claims and actions (whether or not a lawsuit is commenced) related to Proposer's designation of material as exempt from public disclosure and to hold harmless the CCPAO (and its employees, agents and elected and appointed officials) from any award to a plaintiff for damages, costs and attorneys' fees, incurred by the CCPAO by reason of any claim or action related to Proposer's designation of material as exempt from public disclosure.

4.6.1.6 IF THE PROFESSIONAL HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE PROFESSIONAL'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS AGREEMENT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT:

KELLY BROWN
(904) 278-3736
KBROWN@CCPAO.COM
P.O. BOX 38
GREEN COVE SPRINGS, FL 32043

4.6.1.7 If under this Agreement, the Professional is providing services and is acting on behalf of the CCPAO as provided under Section 119.011(2), Florida Statutes, the Professional will comply with public records law, and agrees to:

a) Keep and maintain public records required by the CCPAO to perform the services.

b) Upon request from the CCPAO's custodian of public records, provide the CCPAO with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Chapter 119, Florida Statutes or as otherwise provided by law.

c) Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the Agreement if the Professional does not transfer the records to the CCPAO.

d) Upon completion of the Agreement, transfer at no cost to the CCPAO, all public records in possession of the Professional or keep and maintain public records required by the CCPAO to perform the service. If the Professional transfers all public records to the CCPAO
Upon completion of the Agreement, the Professional shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the Professional keeps and maintains public records upon completion of the Agreement, the Professional shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the CCPAO, upon request from the CCPAO’s custodian of public records, in a format that is compatible with the information technology systems of the CCPAO.

e) Failure of the Professional to comply with Chapter 119, Florida Statutes, and/or the provisions set forth above, shall be grounds for immediate unilateral termination of this Agreement by the CCPAO.

4.7 Public Entity Crimes Statement

A person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit an offer, or reply on a contract to provide any goods or services to a public entity; may not submit an offer, or reply on a contract with a public entity for the construction or repair of a public building or public work; may not submit offers, or replies on leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity; and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017, Florida Statutes, for CATEGORY TWO for a period of thirty-six (36) months following the date of being placed on the convicted vendor list. Additionally, pursuant to County policy, a conviction of a public entity crime may cause the rejection of an offer. The CCPAO may make inquiries regarding alleged convictions of public entity crimes. The unreasonable failure of a Bidder to promptly supply information in connection with an inquiry may be grounds for rejection of an offer.

5 Respondent Information Required in this Request

5.1 Statement of Qualifications

Each Respondent must answer the following requests/questions in a clear and comprehensive manner.

a) Provide the full name and main office address of the responding entity.
b) Identify how many years engaged in providing this type of service, including highlights of similar service provision.
c) Identify and set out the qualifications of any firms or individuals that the Respondent intends to subcontract or otherwise use to perform work on this project.
d) Describe the Respondent’s specific and relevant experience related to the scope of this project.
e) Identify the personnel who would take the lead position of this project and set out their qualifications and experience in carrying out this type of work.

5.2 Respondents Proposal

Each Respondent must respond to each of the following areas in a clear and comprehensive manner.

a) Indicate expected payment schedule.
b) Specifically identify any additional work or services that exceed the services requested herein and the associated costs thereof.
c) Provide references for a minimum of three (3) equivalent size and scope projects.
d) Clearly indicate the respondent’s confidentiality practices.
5.3 REQUESTED INFORMATION

5.3.1 **Statement of Work.** Provide a summary statement-of-work (SOW) that describes your project approach to implementing your solution at CCPAO. Include phases, rough timelines (use months as your calendar increment), major milestones, a summary description of each phase or task, and the title of each deliverable. Clearly state all assumptions. *Include both a sample statement of work and project plan.*

5.3.2 **Solution.** List all your software products and associated modules. Include a very brief description. If your company sells more than one product line in this space, please list all products.

5.3.3 **Implementation.** Describe your approach to successful implementation and provide a implementation plan. Indicate major activities, project timing, and roles for both vendor and CCPAO.

5.3.4 **License.** Describe your method of providing CCPAO with the licenses, maintenance fees, and all other initial and ongoing costs and obligations. Attach a Cost Proposal with the actual costs for each of the items described.

5.3.5 **Future Support.** Describe your approach and standards for upgrades. Under what circumstances, if any, would CCPAO incur costs beyond annual maintenance for upgrades to software implemented as a part of the proposed solution?

5.3.6 **Technology.** In the cost response, describe the technology used to support your solution.

5.3.7 **Cost.** In the cost response, show all costs required to successfully implement your solution. Include ongoing costs in the areas requested.

5.4 SERVICES REQUIRED

5.4.1 **Project Management**
The CCPAO expects the selected Bidder to assign a highly-qualified project manager for the project (as well as subject matter experts and technical experts), who will provide project management to work alongside CCPAO on agreed time frames to produce and maintain the overall project implementation plan and schedule. The CCPAO will also provide a project team to coordinate internal resources, facilitate communication at all levels, facilitate decision-making and provide oversight and auditing.

Other elements related to project management include:

- Status reports
- Meeting facilitation, issue resolution, etc.
- Documentation of changes, required actions, decisions, etc.
- Management briefings
- Identification, mitigation planning, and research for any identified risks
- Support and participation in project communication activities
• Deployment and Support

The CCPAO will value a comprehensive project management approach that incorporates elements of planning and alignment, risk management, quality assurance, and implementation plan development.

5.4.2 Documentation

Documentation and knowledge transfer (may be called technical training) is desired to explain the configuration and implementation of the specific solution installed in the CCPAO environment.

The CCPAO expects the successful proposer will provide various levels of training related to the proposed solution. We anticipate that training will include a thorough transfer of knowledge of system configuration and set-up.

5.4.3 Technical Training

The CCPAO expects the proposer to deliver training to the Director of Information Services. Training should address, at a minimum system technical architecture; schema, and administration; system configuration and administration; and security configuration and administration.

5.5 Schedule of Events

<table>
<thead>
<tr>
<th>Item</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request for Quotation Issued</td>
<td>Friday June 29, 2018</td>
</tr>
<tr>
<td>Proposals Submitted (deadline)</td>
<td>4pm, Friday, July 20, 2018</td>
</tr>
<tr>
<td>Completion of Evaluation</td>
<td>Friday, July 27, 2018</td>
</tr>
<tr>
<td>Commencement of Services</td>
<td>October 1, 2018</td>
</tr>
</tbody>
</table>