**IMPORTANT NOTIFICATION:**

The Purchasing Office has moved to a new location. The new address is **8600 Staples Mill Road, Henrico VA 23228**.  The Office is located near the intersection of Staples Mill Road and Parham Road in Henrico County, VA.

Bidders/Offerors who elect to deliver their IFB’s/RFP’s in person or by special courier are encouraged to allow extra time to assure timely receipt of documents.  Call (804) 501-5691 for further information.

COMMONWEALTH OF VIRGINIA

###### COUNTY OF HENRICO



**RFP #16-1184-4CS**

DEPARTMENT OF FINANCE

CECELIA H. STOWE, CPPO, C.P.M.

PURCHASING DIRECTOR

**April 22, 2016**

**REQUEST FOR PROPOSAL**

**ANNUAL CONTRACT FOR CASHIERING AND COLLECTION SYSTEM**

**DEPARTMENT OF FINANCE**

**COUNTY OF HENRICO, VIRGINIA**

Your firm is invited to submit a proposal to provide cashiering and collection system services on an annual basis for the County of Henrico. Submittals consisting of the **original proposal and six (6) additional copies AND one (1) electronic version** of the response, marked, "**A Proposal for Annual Cashiering and Collection System**" will be received no later than **3:30 p.m., May 20, 2016** by:

IN PERSON OR SPECIAL COURIER U.S. POSTAL SERVICE

County of Henrico County of Henrico

Department of Finance Department of Finance

Purchasing Division OR Purchasing Division

**8600 Staples Mill Road - NEW LOCATION** P O Box 90775

Henrico, Virginia 23228 Henrico, Virginia 23273-0775

**This RFP and any addenda are available on the County of Henrico Purchasing website at** [**http://www.henrico.us/purchasing/**](http://www.henrico.us/purchasing/)To download the (IFB or RFP), click the link and save the

document to your hard drive. To receive an email copy of this document, please send a request to: mailto: **sto05@henrico.us**

Time is of the essence and any proposal received after **3:30 p.m., May 20, 2016** whether by mail or otherwise, will be returned unopened. The time of receipt shall be determined by the time clock stamp in the Purchasing Division, Department of Finance. Proposals shall be placed in a sealed, opaque envelope, marked in the lower left-hand corner with the RFP number, title, and date and hour proposals are scheduled to be received. Offerors are responsible for insuring that their proposal is stamped by Purchasing Division personnel by the deadline indicated.

Nothing herein is intended to exclude any responsible firm or in any way restrain or restrict competition. On the contrary, all responsible firms are encouraged to submit proposals. The County of Henrico reserves the right to accept or reject any or all proposals submitted.

The awarding authority for this contract is the Director of Purchasing.

Technical questions concerning this Request for Proposal should be submitted to Cecelia H. Stowe @ [sto05@henrico.us](mailto:sto05@co.henrico.us) no later than May 3, 2016.

Very truly yours,

Cecelia H. Stowe, CPPO, C.P.M.

Purchasing Director

[Sto05@henrico.us](mailto:Sto05@co.henrico.us)

8600 STAPLES MILL ROAD/P O BOX 90775/HENRICO VA 23273-0775

(804) 501-5660 FAX (804) 501-5693

**REQUEST FOR PROPOSAL**

**ANNUAL CONTRACT FOR CASHIERING AND COLLECTION SYSTEM**

**DEPARTMENT OF FINANCE**

**COUNTY OF HENRICO, VIRGINIA**

## INTRODUCTION:

The intent of this Request for Proposal (RFP) is to obtain proposals from qualified firms and to set forth the terms and conditions whereby the County may establish a contract for the provisioning of software, implementation, training and maintenance for a cash receipts system and delinquent collections system for taxes for the Department of Finance. The proposed system must fully integrated with existing county systems including the tax and utilities billing systems and the County’s financial system.

In replacing the County’s current applications, this project seeks to develop/secure a new system with the customers’ needs first and foremost, utilizing the latest technology to collect and account for payments taking full advantage of system integration.

**II. BACKGROUND:**

Henrico County is the fourth largest County in the Commonwealth of Virginia and is located in the Richmond metropolitan area with an operating budget of over $1 billion. Henrico has a County Manger form of government and a 5 member Board of Supervisors. The Finance Department has two locations at the Western Government Center and Eastern Government Center.

The County’s current Cashier System is a Commercial Off The Shelf (COTS) application which was installed in October 2007 and replaced a legacy application which had been in place for over 15 years. The County’s current delinquent tax collection system is a COTS application which was installed in February 2010 and replaced a similar COTS application.

There are currently 25 active users and the need for 15 Inquiry Only users in the Treasury Division and Department of Public Utilities' , along with up to 4 local system administrators for the cashiering system. There are currently 9 active users of the collections system and there would be the need for 2 Inquiry Only users, along with up to 4 local system administrators for the delinquent tax collection system.

The cashiering and collections systems must comply with all accounting standards, generally accepted cash operations and collections practices and all federal, state and local laws and ordinances.

The proposed systems should comply with all applicable Federal, State and Local laws for cash operations and collection activity.

The County at a minimum will require collector notes on active accounts be converted from the current COTS Delinquent Tax Collection system to the new Delinquent Tax Collection system. Other data conversion requirements may arise during the Gap Analysis phase and will be evaluated on a case by case basis.

1. **SCOPE OF SERVICES**:
2. **GENERAL REQUIREMENTS – Overall**
   1. The Successful Offeror shall provide all software, programming, documentation, training materials, personnel, technical knowledge and project management skills necessary to implement both the Cashier System and Delinquent Collection System as outlined in this Request for Proposal (RFP). The Successful Offeror shall identify any minimum specifications for personal computers, servers, printers or other equipment necessary to operate the systems in their response to this RFP.
   2. The Successful Offeror will develop and submit a Project Implementation Plan, in coordination with the County Project manager. As part of this proposal, the Offeror shall define all deliverables and proposed dates for completion. The project plan shall include, but not be limited to, strategies for the installation and implementation of the Systems. The project plan shall address the tasks necessary for the successful installation, setup, testing of the systems; including interfaces, data conversion and a change management strategy including communication and end-user training. The project plan will indicate the resources required from the County and the Offeror for a successful implementation. The Successful Offeror’s Project Manager shall maintain a detailed project plan and schedule. The Successful Offeror shall provide the County’s Project Manager an update on a weekly basis, unless otherwise mutually agreed to.
   3. The County of Henrico shall have the right to remove the Successful Offeror’s Project Manager or Project Team Members if the County determines that the individual(s) do not exhibit the skills, experience, and/or motivation to execute a successful installations of the systems as outlined in this RFP.

**B. GENERAL REQUIREMENTS – Cashiering System**

1. The Successful Offeror will have an established cashiering system solution that allows County customers to make several types of payments owed to the County using several different payment methods including cash, checks, credit and debit cards. The system must have the capability to be fully integrated with the County’s existing tax billing and financial systems.
2. The system should be client/server based; however, the County would be open to proposals of web-based application provided the vendor has a proven history with government entities that online availability during normal work hours would remain above 99.5%. The system should provide for minimal end-user impact with executing long-running batch processes.
3. The information from the system should be easily adapted to the County’s operation with minimal custom programming. Enhancements should be possible though use of user-defined screens and menus, interfaces to other systems and report writers. In the event that custom programming is required, detailed specifications and pricing must be provided. See system interface section for additional details.
4. Proposed system should comply with generally accepted cash management practices and any applicable Federal, State and Local laws related to cash operations
5. The Cashiering system should provide for a unified “Real Time” integrated solutions with the County’s tax, utility, false alarm fees billing systems. The Cashiering system should provide for a unified “Batch” or “Real Time” integration with various other County systems.
6. The cashiering system should provide “Real Time” payment application integration with Henrico’s current tax billing system which accounts for over 45 percent of the annual payment transactions, reduce time to balance payments received, automate repetitive and predictable aspects of processes and provide an intuitive, easy to follow layout of information in the system. The system should provide for minimal end-user impact when long-running batch processes are executed.
7. The cashiering system should provide “Real Time” payment application integration with Henrico’s utility billing system which accounts for 40 percent of the annual payment transactions, reduce time to balance payments received, automate repetitive and predictable aspects of processes and provide an intuitive, easy to follow layout of information in the system. The system should provide for minimal end-user impact when long-running batch processes are executed.
8. The cashiering system must allow authorized users to apply approved payments from different sources and with different payment methods, generate a unique transaction identifier for each transaction, have check and bill coupon imaging capabilities, provide for Check 21 electronic deposit processing, interface with appropriate hardware to print configurable endorsement information on a check. The system must provide for custom fields to capture key data elements, define if payment is associated with an interface and if yes, define all or part of the general ledger accounting string associated with a specific transaction type.
9. The system must have the capability to receive payment(s) for one or more bills. The system must have the capability to receive payment(s) of different tender types for one or more bills in a single transaction and to provide a unique and detailed customer receipt. The system must provide a generally accepted audit trail for all transactions processed.
10. The system must provide the capability of a daily reconciliation of an individual cash drawer on a rolling schedule, for a settlement by location and a master settlement of the system. The system must allow for a cashier to open a new drawer immediately after closing a drawer and the ability to reopen a drawer to correct errors. The system must also allow for multiple pay drawers to be open at the same time to process payments received prior to the tax deadlines.
11. The system must provide both barcode reading and scan line reading functionality to minimize data entry.
12. The system should provide access to standard reports for reconciliation and general management reporting along with the ability for the County to add custom reports that may be needed in the future without requiring change order requests to the vendor.
13. The system should provide for search and inquiry access in order to respond to customer or management inquiries regarding a specific transaction. This search and inquiry functionality needs to be available to both regular cashier staff and in a read-only access to other Treasury staff.
14. The system should provide for a configurable set of validation rules based on an end user’s privileges and security.
15. The Successful Offeror should provide a mature version of the systems and should provide a roadmap for the direction of the systems that describes future versions and enhancements for the systems, including upgrades, enhancements, modifications, etc. as required by changes to the Virginia tax law and/or County of Henrico changes.
16. The Successful Offeror must establish and implement a training program to teach the skills and knowledge necessary to effectively us the technology being proposed to approximately 35-40 staff. The Offeror will also be required to provide ongoing technical support and documentation and to implement system updates as they become available.
17. The minimum application server platform would be Windows 2012. The minimum database server platform would be Windows 2012R2. The minimum staff computer O/S is Windows 7 (staff have multiple applications installed on their computers thus requiring those applications be run on the same O/S based on Henrico’s overall migration strategy to future version of Windows).
18. The system must provide the ability to process payments entered by staff located in various locations.
19. The system should have its information stored in a database that can be accessed via SQL inquiries. The database should have middleware drivers available for direct or ODBC access by report writers and PC application environments such as .NET, Visual Basic, etc. A data dictionary should be available to facilitate the development of interfaces with external applications and custom reports.
20. The Successful Offeror should include initial Business Process Review/GAP Analysis phase.
21. The Offeror should plan to perform nearly all of the implementation effort. Training and availability of vendor personnel for user support must be planned to assure smooth transition to the new systems. The goal is not to simply acquire a new system, but to accomplish a successful transition with all business processes proceeding better than with the current system.
22. The Successful Offeror should include pricing for any required or recommended peripheral devices.

**The following Cashier Application Interfaces are required:**

**\* Outbound:**

1. Business License Tax payments – Real Time to existing billing system (RBS)
2. Personal Property Tax payments – Real Time to existing billing system (RBS)
3. Real Estate Tax payments - – Real Time to existing billing system (RBS)
4. Meals Tax payments - – Real Time to existing billing system (RBS)
5. Miscellaneous Tax payments - – Real Time to existing billing system (RBS)
6. Utility payments - – Combination Real Time and Batch to existing billing system (Advanced Utilities)
7. False Alarm payments - – Combination Real Time and Batch to existing billing system (FABS)
8. Miscellaneous AR payments – Batch to existing Accounts Receivable system (Oracle AR Module)
9. General Ledger (Accounting data) - Batch to existing General Ledger system (Oracle GL Module)

**\* Inbound:**

1. Oracle AR Invoice and Balance information – Real Time from Oracle AR module
2. Oracle GL account validation – Real Time from Oracle GL module
3. Utility Account and Balance information – Real Time from Advanced Utilities
4. False Alarm Account and Balance information – Real Time from FABS

**C. GENERAL REQUIREMENTS – Delinquent Collection System**

1. The Successful Offeror will have an established delinquent collections system solution that allows County to collect for real estate, personal property, business personal property, business license, meals tax, occupancy and miscellaneous taxes and fees and must have the capability to be fully integrated with the County’s existing tax billing system.
2. The delinquent collections system should manage the assignment of debt to collectors and provide a workflow process based on defined business rules for performing, scheduling, tracking and reporting of collections activities. Workflow capabilities would include, but not be limited to:
   1. Actions to do today
   2. Actions to do this week
   3. Actions to do this month.
3. The system should provide the capability to manage individual or in mass accounts by assigning various accounts with common ownership, document notes on the collections as well as the general billing account, apply predefined standard notes that would be available for staff to use, ability to establish and manage payment plans, facilitate returned check processing, generate appropriate documents for collection actions, facilitate the judicial and non-judicial real estate sales process and tracking of delinquent accounts and interface with the appropriate external systems.
4. The system should also provide for forwarding delinquent accounts to outside collection entities, the reporting/tracking of bankruptcy proceedings of a customer, the reporting/tracking of collection performance statistics and a complete audit trail of all collection activities for each customer. The system should provide the ability to assign accounts to collectors based on defined business rules; however, provide for manual assignment of accounts if special conditions arise.
5. The system should provide the ability for collections staff to join/merge debt owed by common debtor from multiple accounts where appropriate.
6. The system should also provide for period reconciliation of account balances with delinquent account balances reflected in the Tax Billing System.
7. The system should provide for a configurable set of validation rules based on an end user’s privileges and security.
8. The Successful Offeror should provide a mature version of the system and should provide a roadmap for the direction of the system that describes future versions and enhancements for the systems, including upgrades, enhancements, modifications, etc. as required by changes to the Virginia tax law and/or County of Henrico changes.
9. The Successful Offeror must establish and implement a training program to teach the skills and knowledge necessary to effectively us the technology being proposed to approximately 9-12 staff. The Offeror will also be required to provide ongoing technical support and documentation and to implement system updates as they become available.
10. The minimum application server platform would be Windows 2012. The minimum database server platform would be Windows 2012R2. The minimum staff computer O/S is Windows 7 (staff have multiple applications installed on their computers thus requiring those applications be run on the same O/S based on Henrico’s overall migration strategy to future version of Windows).
11. The system must provide the ability to perform collection activities by staff located in various locations.
12. The system should have its information stored in a database that can be accessed via SQL inquiries. The database should have middleware drivers available for direct or ODBC access by report writers and PC application environments such as .NET, Visual Basic, etc. A data dictionary should be available to facilitate the development of interfaces with external applications and custom reports.
13. The Successful Offeror should include initial Business Process Review/GAP Analysis phase.
14. The Successful Offeror will coordinate data migration activities with County Information Technology staff and the departments using the systems to minimize the disruption of normal operations. The Offeror should plan to perform nearly all of the implementation effort. Training and availability of vendor personnel for user support must be planned to assure smooth transition to the new systems. The goal is not to simply acquire a new system, but to accomplish a successful transition with all business processes proceeding better than with the current system.
15. The Successful Offeror should include pricing for any required or recommended peripheral devices.

**The following Delinquent Collection Interfaces are required:**

**\* Outbound:**

1. Account Status Updates to Tax Billing Application
2. Placement of accounts to 3rd party collection agency
3. Payment and adjustments (up or down) to 3rd party collection agency where account invoices have been placed

**\* Inbound:**

1. Real Time updates of applied payments or other adjustments to invoices from Tax Billing Application
2. Additional invoices from Tax Billing Application that become delinquent based on user defined business rules

**IV. COUNTY RESPONSIBILITIES:**

Henrico County will designate an individual to act as the Project Manager for all work performed under this contract. The Project Manager shall coordinate the work, and shall have the authority to make decisions in writing binding their respective employers on matters within the scope of the contract. The County has designated an implementation team to work with the County Project Manager. The implementation team includes staff from the Department of Finance and the Department of Information Technology.

**V. ANTICIPATED SCHEDULE:**

RFP Distributed April 22, 2016

Advertised in newspaper April 24, 2016

Questions due no later than May 3, 2016

RFP Response Due Date 3:30 p.m., May 20, 2016

Oral presentations/Negotiations June 2016

Contract Award July 2016

**VI. GENERAL CONTRACT TERMS AND CONDITIONS:**

1. **Annual Appropriations**

It is understood and agreed that the contract resulting from this procurement (“Contract”) shall be subject to annual appropriations by the County of Henrico, Board of Supervisors. Should the Board fail to appropriate funds for this Contract, the Contract shall be terminated when existing funds are exhausted. The successful Offeror (“Successful Offeror” or “contractor”) shall not be entitled to seek redress from the County or its elected officials, officers, agents, employees, or volunteers should the Board of Supervisors fail to make annual appropriations for the Contract.

**B. Award of the Contract**

1. The County reserves the right to reject any or all proposals and to waive any informalities.

2. The Successful Offeror shall, within fifteen (15) calendar days after Contract documents are presented for signature, execute and deliver to the Purchasing office the Contract documents and any other forms or bonds required by the RFP.

1. The Contract resulting from this RFP is not assignable.
2. Notice of award or intent to award may also appear on the Purchasing Office website: [http://www.henrico.us/purchasing/](http://www.co.henrico.va.us/purchasing/)

**C. Collusion**

By submitting a proposal in response to this Request for Proposal, the Offeror represents that in the preparation and submission of this proposal, said Offeror did not, either directly or indirectly, enter into any combination or arrangement with any person, Offeror or corporation or enter into any agreement, participate in any collusion, or otherwise take any action in the restraint of free, competitive bidding in violation of the Sherman Act (15 U.S.C. § 1 et seq.) or Section 59.1-9.1 through 59.1-9.17 or Sections 59.1-68.6 through 59.1-68.8 of the Code of Virginia.

**D. Compensation**

The Successful Offeror shall submit a complete itemized invoice on each delivery or service that is performed under the Contract. Payment shall be rendered to the Successful Offeror for satisfactory compliance with the Contract within forty-five (45) days after receipt of a proper invoice.

**E. Controlling Law and Venue**

The Contract will be made, entered into, and shall be performed in the County of Henrico, Virginia, and shall be governed by the applicable laws of the Commonwealth of Virginia without regard to its conflicts of law principles. Any dispute arising out of the Contract, its interpretations, or its performance shall be litigated only in the Henrico County General District Court or the Circuit Court of the County of Henrico, Virginia.

**F. Default**

1. If the Successful Offeror is wholly responsible for a failure to perform the Contract (including, but not limited to, failure to make delivery of goods, failure to complete implementation and installation, and/or if the goods and/or services fail in any way to perform as specified herein), the County may consider the Successful Offeror to be in default. In the event of default, the County will provide the Successful Offeror with written notice of default, and the Successful Offeror shall provide a plan to correct said default within 20 calendar days of the County’s notice of default.

2. If the Successful Offeror fails to cure said default within 20 days, the County, among other actions, may complete the Contract work through a third party, and the Successful Offeror shall be responsible for any amount in excess of the Contract price incurred by the County in completing the work to a capability equal to that specified in the Contract.

**G. Discussion of Exceptions to the RFP**

This RFP, including but not limited to its venue, termination, and payment schedule provisions, shall be incorporated by reference into the Contract documents as if its provisions were stated verbatim therein. **Therefore, Offerors shall explicitly identify any exception to any provisions of the RFP in a separate “Exceptions to RFP” section of the proposal so that such exceptions may be resolved before execution of the Contract.** In case of any conflict between the RFP and any other Contract documents, the RFP shall control unless the Contract documents explicitly provide otherwise.

**H. Drug-Free Workplace to be Maintained by the Contractor** (Va. Code § 2.2-4312)

1. During the performance of this Contract, the contractor agrees to (i) provide a drug-free workplace for the contractor’s employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor’s workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over $10,000, so that the provisions will be binding upon each subcontractor or vendor.

2. For the purposes of this section, *“drug-free workplace”* means a site for the performance of work done in connection with a specific contract awarded to a contractor in accordance with the Virginia Public Procurement Act, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

**I. Employment Discrimination by Contractor Prohibited**

1. During the performance of this Contract, the contractor agrees as follows (Va. Code § 2.2-4311):

(a) The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.

(b) The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such contractor is an equal opportunity employer.

1. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.

2. The contractor will include the provisions of the foregoing subparagraphs (a), (b), and (c) in every subcontract or purchase order of over $10,000, so that the provisions will be binding upon each subcontractor or vendor.

**J. Employment of Unauthorized Aliens Prohibited**

Any contract that results from this Request for Proposal shall include the following language: "As required by Virginia Code §2.2-4311.1, the contactor does not, and shall not during the performance of this agreement, in the Commonwealth of Virginia knowingly employ an unauthorized alien as defined in the Federal Immigration Reform and Control Act of 1986."

**K. Indemnification**

The Successful Offeror agrees to indemnify, defend and hold harmless the County of Henrico (including Henrico Public County Schools), the County’s officers, agents and employees, from any claims, damages, suits, actions, liabilities and costs of any kind or nature, including attorneys’ fees, arising from or caused by the provision of any services, the failure to provide any services or the use of any services or materials furnished (or made available) by the Successful Offeror, provided that such liability is not attributable to the County’s sole negligence.

**L. Insurance Requirements**

The Successful Offeror shall maintain insurance to protect itself and Henrico and Henrico’s elected officials, officers, agents, volunteers and employees from claims under the Workers' Compensation Act, and from any other claim for damages for personal injury, including death, and for damages to property which may arise from the provision of goods and/or services under the Contract, whether such goods and/or services are provided by the Successful Offeror or by any subcontractor or anyone directly employed by either of them. Such insurance shall conform to the Insurance Specifications. **(Attachment A)**

**M.** **No Discrimination against Faith-Based Organizations**

The County does not discriminate against faith-based organizations as that term is defined in Va. Code § 2.2-4343.1.

**N. Offeror's Performance**

1. The Successful Offeror agrees and covenants that its agents and employees shall comply with all County, State and Federal laws, rules and regulations applicable to the business to be conducted under the Contract.

2. The Successful Offeror shall ensure that its employees shall observe and exercise all necessary caution and discretion so as to avoid injury to person or damage to property of any and all kinds.

3. The Successful Offeror shall cooperate with Henrico officials in performing the Contract work so that interference with normal operations will be held to a minimum.

4. The Successful Offeror shall be an independent contractor and shall not be an employee of the County.

**O. Ownership of Deliverable and Related Products**

1. The County shall have all rights, title, and interest in or to all specified or unspecified interim and final products, work plans, project reports and/or presentations, data, documentation, computer programs and/or applications, and documentation developed or generated during the completion of this project, including, without limitation, unlimited rights to use, duplicate, modify, or disclose any part thereof, in any manner and for any purpose, and the right to permit or prohibit any other person, including the Successful Offeror, from doing so. To the extent that the Successful Offeror may be deemed at any time to have any of the foregoing rights, the Successful Offeror agrees to irrevocably assign and does hereby irrevocably assign such rights to the County.

2. The Successful Offeror is expressly prohibited from receiving additional payments or profit from the items referred to in this paragraph, other than that which is provided for in the general terms and conditions of the Contract.

3. This shall not preclude Offerors from submitting proposals, which may include innovative ownership approaches, in the best interest of the County.

**P. Record Retention and Audits**

1. The Successful Offeror shall retain, during the performance of the Contract and for a period of three years from the completion of the Contract, all records pertaining to the Successful Offeror’s proposal and any Contract awarded pursuant to this Request for Proposal. Such records shall include but not be limited to all paid vouchers including those for out-of-pocket expenses; other reimbursement supported by invoices, including the Successful Offeror’s copies of periodic estimates for partial payment; ledgers, cancelled checks; deposit slips; bank statements; journals; Contract amendments and change orders; insurance documents; payroll documents; timesheets; memoranda; detailed vendor payment records and correspondence. Such records shall be available to the County on demand and without advance notice during the Successful Offeror’s normal working hours.

2. County personnel may perform in-progress and post-audits of the Successful Offeror’s records as a result of a Contract awarded pursuant to this Request for Proposals. Files would be available on demand and without notice during normal working hours.

**Q. Severability**

Each paragraph and provision of the Contract is severable from the entire agreement and if any provision is declared invalid the remaining provisions shall nevertheless remain in effect.

**R. Small, Women-Owned and Minority-Owned (SWAM) Businesses**

The County welcomes and encourages the participation of small businesses and businesses owned by women and minorities in procurement transactions made by the County. The County actively solicits both small business, women-owned and minority (SWAM) businesses to respond to all Invitations for Bids and Requests for Proposals.

All solicitations are posted on the County’s Internet site: [henrico.us/purchasing/](http://www.co.henrico.va.us/genserv/purchasing/)

**S. Subcontracts**

1. No portion of the work shall be subcontracted without prior written consent of the County. In the event that the Successful Offeror desires to subcontract some part of the work specified in the Contract, the Successful Offeror shall furnish the County the names, qualifications, and experience of the proposed subcontractors. The Successful Offeror shall, however, remain fully liable and responsible for the work to be done by his/her subcontractor(s) and shall assure compliance with all the requirements of the Contract.

2. The County encourages the contractor to utilize small, women-owned, and minority-owned business enterprises. For assistance in finding subcontractors, contact the Supplier Relations Coordinator (804-501-5689) or the Virginia Department of Minority Business Enterprises:

[dmbe.state.va.us/](http://www.dmbe.state.va.us/)

**T. Taxes**

1. The Successful Offeror shall pay all county, city, state and federal taxes required by law and resulting from the work or traceable thereto, under whatever name levied. Said taxes shall not be in addition to the Contract price between Henrico and the Successful Offeror, as the taxes shall be solely an obligation of the Successful Offeror and not of Henrico, and Henrico shall be held harmless for same by the Successful Offeror.

2. Henrico is exempt from the payment of federal excise taxes and the payment of State Sales and Use Tax on all tangible, personal property for its use or consumption. Tax exemption certificates will be furnished upon request.

**U. Termination of Contract**

1. The County reserves the right to terminate the Contract immediately in the event that the Successful Offeror discontinues or abandons operations; is adjudged bankrupt, or is reorganized under any bankruptcy law; or fails to keep in force any required insurance policies or bonds.

2. Failure of the Successful Offeror to comply with any section or part of the Contract will be considered grounds for immediate termination of the Contract by the County.

3. Notwithstanding anything to the contrary contained in the Contract between the County and the Successful Offeror, the County may, without prejudice to any other rights it may have, terminate the Contract for convenience and without cause, by giving 30 days’ written notice to the Successful Offeror.

1. If the County terminates the Contract, the Successful Offeror will be paid by the County for all scheduled work completed satisfactorily by the Successful Offeror up to the termination date.

**V.** **County License Requirement**

If a business is located in Henrico County, it is typically unlawful to conduct or engage in that business without obtaining a business license. If your business is located in the County, include a copy of your current business license with your proposal submission. If your business is not located in the County, include a copy of your current business license with your proposal submission. If you have any questions, contact the Business Section, Department of Finance, County of Henrico, telephone (804) 501-4310.

1. **Environmental Management**

The Successful Offeror shall comply with all applicable federal, state, and local environmental regulations.  The Successful Offeror is required to abide by the County’s Environmental Policy Statement: [henrico.us/pdfs/hr/risk/env\_policy.pdf](http://www.co.henrico.va.us/pdfs/hr/risk/env_policy.pdf) which emphasizes environmental compliance, pollution prevention, continual improvement, and conservation.  The Successful Offeror shall be properly trained and have any necessary certifications to carry out environmental responsibilities. The Successful Offeror shall immediately communicate any environmental concerns or incidents to the appropriate County staff.

**X. Safety**

1. The Successful Offeror shall comply with and ensure that the Successful Offeror’s personnel comply with all current applicable local, state and federal policies, regulations and standards relating to safety and health, including, by way of illustration and not limitation, the standards of the Virginia Occupational Safety and Health Administration for the industry. The provisions of all rules and regulations governing safety as adopted by the Safety and Health Codes Board of the Commonwealth of Virginia and issued by the Department of Labor and Industry under Title 40.1 of the Code of Virginia shall apply to all work under the Contract. The Successful Offeror shall provide or cause to be provided all technical expertise, qualified personnel, equipment, tools and material to safely accomplish the work specified and performed by the Successful Offeror.

2. The Successful Offeror shall have, at each location at which the Successful Offeror provides goods and/or services, a licensed real estate broker who is competent, qualified, or authorized on the work site, and who is familiar with policies, regulations and standards applicable to the work being performed. The licensed real estate broker must be capable of identifying existing and predictable hazards in the surroundings or working conditions which are hazardous or dangerous to employees or the public, and must be capable of ensuring that applicable safety regulations are complied with, and shall have the authority and responsibility to take prompt corrective measures, which may include removal of the Successful Offeror’s personnel from the work site.

3. In the event the County determines any operations of the Successful Offeror to be hazardous, the Successful Offeror shall immediately discontinue such operations upon receipt of either written or oral notice by the County to discontinue such practice.

**Y. Authorization to Transact Business in the Commonwealth**

1. A contractor organized as a stock or nonstock corporation, limited liability company, business trust, or limited partnership or registered as a registered limited liability partnership or other business form shall be authorized to transact business in the Commonwealth as a domestic or foreign business entity if so required by Title 13.1 or Title 50 of the Code of Virginia or as otherwise required by law.

2. An Offeror organized or authorized to transact business in the Commonwealth pursuant to Title 13.1 or Title 50 of the Code of Virginia must include in its proposal the identification number issued to it by the State Corporation Commission. (**Attachment D)** Any Offeror that is not required to be authorized to transact business in the Commonwealth as a foreign business entity under Title 13.1 or Title 50 of the Code of Virginia or as otherwise required by law shall include in its proposal a statement describing why the Offeror is not required to be so authorized.

3. An Offeror described in subsection 2 that fails to provide the required information shall not receive an award unless a waiver is granted by the Purchasing Director, his designee, or the County Manager.

4. Any falsification or misrepresentation contained in the statement submitted by the Offeror pursuant to Title 13.1 or Title 50 of the Code of Virginia may be cause for debarment.

5. Any business entity described in subsection 1 that enters into a contract with a public body shall not allow its existence to lapse or allow its certificate of authority or registration to transact business in the Commonwealth if so required by Title 13.1 or Title 50 of the Code of Virginia to be revoked or cancelled at any time during the term of the contract.

**Z. Payment Clauses Required by Va. Code § 2.2-4354**

Pursuant to Virginia Code § 2.2-4354:

1. The Successful Offeror shall take one of the two following actions within seven days after receipt of amounts paid to the Successful Offeror by the County for all or portions of the goods and/or services provided by a subcontractor: (a) pay the subcontractor for the proportionate share of the total payment received from the County attributable to the work performed by the subcontractor under that contract; or (b) notify the County and subcontractor, in writing, of the Successful Offeror’s intention to withhold all or a part of the subcontractor's payment with the reason for nonpayment.
2. Pursuant to Virginia Code § 2.2-4354, the Successful Offeror that is a proprietor, partnership, or corporation shall provide its federal employer identification number to the County. Pursuant to Virginia Code § 2.2-4354, the Successful Offeror who is an individual contractor shall provide his/her social security numbers to the County.
3. The Successful Offeror shall pay interest to its subcontractors on all amounts owed by the Successful Offeror that remain unpaid after seven days following receipt by the Successful Offeror of payment from the County for all or portions of goods and/or services performed by the subcontractors, except for amounts withheld as allowed in Subparagraph 1. above.
4. Pursuant to Virginia Code § 2.2-4354, unless otherwise provided under the terms of the Contract interest shall accrue at the rate of one percent per month.
5. The Successful Offeror shall include in each of its subcontracts a provision requiring each subcontractor to include or otherwise be subject to the same payment and interest requirements with respect to each lower-tier subcontractor.
6. The Successful Offeror's obligation to pay an interest charge to a subcontractor pursuant to the payment clause in Virginia Code § 2.2-4354 shall not be construed to be an obligation of the County. A Contract modification shall not be made for the purpose of providing reimbursement for the interest charge. A cost reimbursement claim shall not include any amount for reimbursement for the interest charge.

**AA. Contract Period**

1. The contract period shall be from date of award through a one year period. Contract pricing shall remain firm for the contract period.
2. The contract may be renewed annually for four (4), one-year periods upon written mutual agreement between the County and the Contractor at a price not to exceed 3 % above the previous year’s prices. The contract shall not exceed a maximum of five (5) years.

**VII. PROPOSAL SUBMISSION REQUIREMENTS**:

1. The Purchasing Division will not accept oral proposals, nor proposals received by telephone, FAX machine, or other electronic means except the supplemental PDF proposal copy requested on the cover of this RFP.
2. All erasures, interpolations, and other changes in the proposal shallbe signed or initialed by the Offeror.
3. The Proposal Signature Sheet **(*Attachment B***) must accompany any proposal(s) submitted and be signed by an authorized representative of the Offeror. If the Offeror is a firm or corporation, the Offeror must print the name and title of the individual executing the proposal. All information requested should be submitted. Failure to submit all information requested may result in the Purchasing Division requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal.
4. The proposal, the proposal security, if any, and any other documents required, shall be enclosed in a sealed opaque envelope. The envelope containing the proposal shall be sealed and marked in the lower left-hand corner with the number, title, hour, and due date of the proposal.
   1. The time proposals are received shall be determined by the time clock stamp in the Purchasing Division. Offerors are responsible for insuring that their proposals are stamped by Purchasing Division personnel by the deadline indicated.
   2. By submitting a proposal in response to this Request for Proposal, the Offeror represents it has read and understand the Scope of Services and has familiarized itself with all federal, state, and local laws, ordinances, and rules and regulations that in any manner may affect the cost, progress, or performance of the Contract work.
   3. The failure or omission of any Offeror to receive or examine any form, instrument, addendum, or other documents or to acquaint itself with conditions existing at the site, shall in no way relieve any Offeror from any obligations with respect to its proposal or to the Contract.
   4. **Trade secrets or proprietary information submitted by an Offeror in response to this Request for Proposal shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the Offeror must invoke the protection of this section prior to or upon submission of data or materials, and must identify the data or other materials to be protected and state the reasons why protection is necessary (Va. Code § 2.2-4342.F). (Attachment C)**
   5. A proposal may be modified or withdrawn by the Offeror any time prior to the time and date set for the receipt of proposals. The Offeror shall notify the Purchasing Division in writing of its intentions.
5. If a change in the proposal is requested, the modification must be so worded by the Offeror as to not reveal the original amount of the proposal.
6. Modified and withdrawn proposals may be resubmitted to the Purchasing Division up to the time and date set for the receipt of proposals.
7. No proposal can be withdrawn after the time set for the receipt of proposals and for one-hundred twenty (120) days thereafter.
8. The County welcomes comments regarding how the proposal documents, scope of services, or drawings may be improved.  Offerors requesting clarification, interpretation of, or improvements to the proposal general terms, conditions, scope of services or drawings shall submit technical questions concerning the Request for Proposal **no later than May 3, 2016.**  Any changes to the proposal shall be in the form of a written addendum issued by the Purchasing Division and it shall be signed by the Purchasing Director or a duly authorized representative.  **Each Offeror is responsible for determining that it has received all addenda issued by the Purchasing Division before submitting a proposal.**
9. All proposals received in the Purchasing Division on time shall be accepted. All late proposals received by the Purchasing Division shall be returned to the Offeror unopened. Proposals shall be open to public inspection only after award of the Contract.

**VIII. PROPOSAL RESPONSE FORMAT**:

1. Offerors shall submit a written proposal that present the Offeror’s qualifications and understanding of the work to be performed. Offerors are asked to address each evaluation criterion and to be specific in presenting their qualifications. Your proposal should provide all the information considered pertinent to your qualifications for this project.
2. The Offeror should include in their proposal the following:
3. **Table of Contents** – All pages are to be numbered
4. **Introduction**

Cover letter - on company letterhead, signed by person with corporate authority to enter into contracts in the amount of the proposal

Proposal Signature Sheet – **Attachment B**

Proprietary/Confidential Information – **Attachment C**

Virginia State Corporation Commission Registration Information – **Attachment D**

**3. Executive Summary:**

Response to Scope of Services –The Offeror should address each section of the Scope of Services Section III Pages 4 To 9 with an indication of the response. The Offeror shall identify any exceptions, referenced to the paragraph number, in a sub section titled “Exceptions”.

Company Profile – Offerors are to present a Company profile that shows the ability, capacity and skill of the Offeror, their staff, and their employees to perform the services required within the specified time.

References – provide a minimum of three (3) references, who could attest to the Offeror’s past performance to provide services similar to those required for the contract. The list should include contact persons and telephone numbers. Offerors may not use Henrico County as one of their references.

Sub-consultants- Information on any sub-consultants that is necessary to provide the services required. Provide name, experience, address, telephone number and qualifications**. (If Applicable)**

Staffing - Provide information on proposed staffing to be assigned to the contract. Staffing requirements should also include all FT/PT on-site/off-site staff that will be assigned by the Successful Offeror to the project. In addition, the Offeror shall identify any requirements for County staff to be assigned to the project. Offerors shall provide resumes for all staff expected to be assigned to project.

Implementation Services – Provide a narrative description describing your approach for providing the requested implementation services.

Project Management – Provide narrative on proposed project management approach and if project management will be dedicated and on-site.

System Functionality – Provide narrative on proposed system’s functionality.

System Acceptance Testing – Provide system acceptance and testing process and procedures.

Training – Provide information on methodology used to provide on-site training for all staff and system administrators. How many people will need to be trained?

Reporting – Provide information on available standard reporting tools.

Assumptions – List any assumptions made when responding to the Scope of Work requirements

Exceptions – List any exceptions to the Scope of Work requirements in a separate section of Offeror’s proposal response and mark section as “EXCEPTIONS”.

**4.** **Pricing Schedule**  **- Provide** detailed pricing for all costs associated with providing the Scope of Service in Section III. The County will enter into a firm fixed price with the Successful Offeror. Payment shall be based on completion of project deliverables as determined by final project implementation schedule.

Pricing shall be broken out as follows:

* Phase 1 - All costs associated with Business Process Review/GAP Analysis shall be listed as Phase 1 Pricing.
* Phase 2 – All costs associated with system solutions, hardware, training, implementation and project management costs shall be listed as Phase 2 Pricing.
* Phase 3 – All costs associated with providing maintenance for years 2 – 5 shall be listed as Phase 3 Pricing.

**5.** Provide samples of all forms to include applicable license and maintenance agreements.

**6.** Appendices – are optional for Offerors who wish to submit additional material that will clarify their response.

**IX. PROPOSAL EVALUATION/SELECTION PROCESS**:

A. Offerors are to make written proposals, which present the Offeror's qualifications and understanding of the work to be performed. Offerors are asked to address each evaluation criteria and to be specific in presenting their qualifications. Proposals should be as thorough and detailed as possible so that the County may properly evaluate your capabilities to provide the required goods/services.

1. Selection of the Successful Offeror will be based upon submission of proposals meeting the selection criteria. The minimum selection criteria will include:

|  |  |
| --- | --- |
| EVALUATION CRITERIA | WEIGHT |
| Functional and Technical Requirements   * Extent to which the proposed solutions satisfies the RFP functional and technical requirements * Extent of modifications required to meet requirements * Software support * Clearly demonstrated understanding of the work to be performed | 30 |
| Implementation Services   * Project Approach * Project Implementation Plan and Schedule * Project Management * Project Team * Current Workload and ability to complete required work within County schedule | 20 |
| Experience and Qualifications of Firm and Proposed Personnel   * Professional competence * Financial Stability of Firm * References * Resumes of proposed staff * Experience in a governmental setting providing comparable services | 25 |
| Cost of Services | 20 |
| Quality of proposal submission/oral presentations | 5 |
| TOTAL | 100 |

##### C. Selection will be made of two or more Offerors deemed to be fully qualified and best suited among those submitting proposals. Negotiations shall then be conducted with each of the Offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each Offeror so selected, the County shall select the Offeror, which, in its opinion, has made the best proposal, and shall award the contract to that Offeror. Should the County determine in writing and in its sole discretion that only one Offeror is fully qualified or that one Offeror is clearly more highly qualified that the others under consideration, a contract may be negotiated and awarded to that Offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the Offeror’s proposal as negotiated.

**ATTACHMENT A**

**INSURANCE SPECIFICATIONS**

The Successful Offeror shall carry Public Liability Insurance in the amount specified below, including contractual liability assumed by the Successful Vendor, and shall deliver a Certificate of Insurance from carriers licensed to do business in the Commonwealth of Virginia. The Certificate shall show the County of Henrico and Henrico County Public Schools named as an additional insured for the Commercial General Liability coverage. The coverage shall be provided by a carrier(s) rated not less than “A-“ with a financial rating of at least VII by A.M. Bests or a rating acceptable to the County. In addition, the insurer shall agree to give the County 30 days’ notice of its decision to cancel coverage.

**Workers’ Compensation**

Statutory Virginia Limits

Employers’ Liability Insurance - $100,000 for each Accident by employee

$100,000 for each Disease by employee

$500,000 policy limit by Disease

**Commercial General Liability - Combined Single Limit**

$1,000,000 each occurrence including contractual liability for specified agreement

$2,000,000 General Aggregate (other than Products/Completed Operations)

$2,000,000 General Liability-Products/Completed Operations

$1,000,000 Personal and Advertising injury

$ 100,000 Fire Damage Legal Liability

**Umbrella/Excess Liability**

$2,000,000 per occurrence

**Cyber Liability**

$3,000,000 per occurrence

**Banker’s Blanket Bond**

$10,000,000 per occurrence, to include coverage for employee infidelity, cash/forged checks on premises, off premises or in transit.

NOTE 1: The commercial general liability insurance shall include contractual liability.  The contract documents include an indemnification provision(s).  The County makes no representation or warranty as to how the Vendor’s insurance coverage responds or does not respond.  Insurance coverages that are unresponsive to the indemnification provision(s) do not limit the Vendor’s responsibilities outlined in the contract documents.

NOTE 2: The intent of this insurance specification is to provide the coverage required and the limits expected for each type of coverage. With regard to the Business Automobile Liability and Commercial General Liability, the total amount of coverage can be accomplished through any combination of primary and excess/umbrella insurance. However, the total insurance protection provided for Commercial General Liability or for Business Automobile Liability, either individually or in combination with Excess/Umbrella Liability, must total $3,000,000 per occurrence. This insurance shall apply as primary and non-contributory with respect to any other insurance or self-insurance programs afforded the County of Henrico and Henrico County Public Schools. This policy shall be endorsed to be primary with respect to the additional insured.

NOTE 3: Title 65.2 of the Code of Virginia requires every employer who regularly employs three or more full-time or part-time employees to purchase and maintain workers' compensation insurance. If you do not purchase a workers’ compensation policy, a signed statement is required documenting that you are in compliance with Title 65.2 of the Code of Virginia.

**Attachment B**

**SUBMIT THIS FORM WITH PROPOSAL**

**PROPOSAL SIGNATURE SHEET**

**Page 1 of 2**

My signature certifies that the proposal as submitted complies with all requirements specified in this Request for Proposal (“RFP”).

My signature also certifies that by submitting a proposal in response to this RFP, the Offeror represents that in the preparation and submission of this proposal, the Offeror did not, either directly or indirectly, enter into any combination or arrangement with any person or business entity, or enter into any agreement, participate in any collusion, or otherwise take any action in the restraining of free, competitive bidding in violation of the Sherman Act (15 U.S.C. Section 1) or Sections 59.1-9.1 through 59.1-9.17 or Sections 59.1-68.6 through 59.1-68.8 of the Code of Virginia.

I hereby certify that I am authorized to sign as a legal representative for the business entity submitting this proposal.

|  |
| --- |
| LEGAL NAME OF OFFEROR (DO NOT USE TRADE NAME): |
|  |
| ADDRESS: |
|  |
|  |
| SIGNATURE: |
| NAME OF PERSON SIGNING (print): |
| TITLE: |
| TELEPHONE: |
| FAX: |
| E-MAIL ADDRESS: |
| DATE: |

**Page 2 of 2**

**Company Legal Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**SUPPLIER REGISTRATION** – The County of Henrico encourages all suppliers interested in doing business with the County to register with eVA, the Commonwealth of Virginia’s electronic procurement portal, <http://eva.virginia.gov>.

eVA Registered? **□ Yes □ No**

**Certifications:**

eVA **□ Yes □ No**

NMSDC\* **□ Yes □ No**

WBENC\*\* **□ Yes □ No**

Business Classification Form – Rev. 02/16

**PLEASE SPECIFY YOUR BUSINESS CATEGORY BY**

**CHECKING THE APPROPRIATE BOX(ES) BELOW.**

**(Check all that apply.)**

**□ SMALL BUSINESS**

**□ WOMEN-OWNED BUSINESS**

**□ MINORITY-OWNED BUSINESS**

**□ SERVICE DISABLED VETERAN**

**□ NON-SWAM \*National Minority Supplier Development Council or**

**Affiliate**

**\*\*Women’s Business Enterprise National Council**

**definitions**

For the purpose of determining the appropriate business category, the following definitions apply:

***"Small business"*** means a business, independently owned and controlled by one or more individuals who are U.S. citizens or legal resident aliens, and together with affiliates, has 250 or fewer employees, or annual gross receipts of $10 million or less averaged over the previous three years. One or more of the individual owners shall control both the management and daily business operations of the small business.

***"Women-owned business"*** means a business that is at least 51 percent owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51 percent of the equity ownership interest is owned by one or more women who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more women.

***"Minority-owned business"*** means a business that is at least 51 percent owned by one or more minority individuals who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51 percent of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more minority individuals, or historically black college or university as defined in § 2.2-1604, regardless of the percentage ownership by minority individuals or, in the case of a corporation, partnership, or limited liability company or other entity, the equity ownership interest in the corporation, partnership, or limited liability company or other entity.

**"Minority individual"** means an individual who is a citizen of the United States or a legal resident alien and who satisfies one or more of the following definitions:

1. "African American" means a person having origins in any of the original peoples of Africa and who is regarded as such by the community of which this person claims to be a part.

2. "Asian American" means a person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands, including but not limited to Japan, China, Vietnam, Samoa, Laos, Cambodia, Taiwan, Northern Mariana Islands, the Philippines, a U.S. territory of the Pacific, India, Pakistan, Bangladesh, or Sri Lanka and who is regarded as such by the community of which this person claims to be a part.

3. "Hispanic American" means a person having origins in any of the Spanish-speaking peoples of Mexico, South or Central America, or the Caribbean Islands or other Spanish or Portuguese cultures and who is regarded as such by the community of which this person claims to be a part.

4. "Native American" means a person having origins in any of the original peoples of North America and who is regarded as such by the community of which this person claims to be a part or who is recognized by a tribal organization.

***"Service disabled veteran business"*** means a business that is at least 51 percent owned by one or more service disabled veterans or, in the case of a corporation, partnership, or limited liability company or other entity, at least 51 percent of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more individuals who are service disabled veterans and both the management and daily business operations are controlled by one or more individuals who are service disabled veterans.

**"Service disabled veteran"** means a veteran who (i) served on active duty in the United States military ground, naval, or air service, (ii) was discharged or released under conditions other than dishonorable, and (iii) has a service-connected disability rating fixed by the United States Department of Veterans Affairs.

***“Non-SWAM”*** means any category other than small, women-owned or minority-owned (i.e., large, non-or not-for-profit, governmental entity).

**ATTACHMENT C**

**PROPRIETARY/CONFIDENTIAL INFORMATION IDENTIFICATION**

NAME OF FIRM/OFFEROR: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the Offeror must invoke the protections of Va. Code § 2.2-4342.F in writing, either before or at the time the data or other material is submitted.  The written notice must specifically identify the data or materials to be protected including the section of the proposal in which it is contained and the page numbers, and state the reasons why protection is necessary.  The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information.  In addition, a summary of proprietary information submitted shall be submitted on this form.  The classification of an entire proposal document, line item prices, and/or total proposal prices as proprietary or trade secrets is not acceptable.  If, after being given reasonable time, the Offeror refuses to withdraw such a classification designation, the proposal will be rejected.

|  |  |  |
| --- | --- | --- |
| SECTION/TITLE | PAGE NUMBER(S) | REASON(S) FOR WITHHOLDING FROM DISCLOSURE |
|  |  |  |
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**ATTACHMENT D**

**VIRGINIA STATE CORPORATION COMMISSION (SCC)**

**REGISTRATION INFORMATION**

**The Bidder or Offeror:**

□ is a corporation or other business entity with the following SCC identification number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **-OR-**

□ is not a corporation, limited liability company, limited partnership, registered limited liability partnership, or business trust **-OR-**

□ is an out-of-state business entity that does not regularly and continuously maintain as part of its ordinary and customary business any employees, agents, offices, facilities, or inventories in Virginia (not counting any employees or agents in Virginia who merely solicit orders that require acceptance outside Virginia before they become contracts, and not counting any incidental presence of the Bidder/Offeror in Virginia that is needed in order to assemble, maintain, and repair goods in accordance with the contracts by which such goods were sold and shipped into Virginia from offer or’s out-of-state location) **-OR-**

□ is an out-of-state business entity that is including with this bid/proposal an opinion of legal counsel which accurately and completely discloses the undersigned Bidder’s/Offeror’s current contacts with Virginia and describes why whose contacts do not constitute the transaction of business in Virginia within the meaning of § 13.1‑757 or other similar provisions in Titles 13.1 or 50 of the Code of Virginia.

Please check the following box if you have not checked any of the foregoing options but currently have pending before the SCC an application for authority to transact business in the Commonwealth of Virginia and wish to be considered for a waiver to allow you to submit the SCC identification number after the due date for bids/proposals: □

**ATTACHMENT E**

|  |  |  |
| --- | --- | --- |
| **COUNTY OF HENRICO, VIRGINIA** | | |
| **DEPARTMENT OF FINANCE** | | |
| **CASHIERING SYSTEM TRANSACTIONS** | | |
| **FOR THE CALENDAR YEAR 2015** | | |
|  |  |  |
| **TRANSACTION TYPE** | **COUNT** | **PERCENT OF TOTAL** |
|  |  |  |
| Personal Property Tax | 69,663 | 32.90% |
| Real Estate Tax | 25,562 | 12.10% |
| Business License | 2,965 | 1.40% |
| Misc. Tax | 837 | 0.40% |
| Utilities | 84,012 | 39.70% |
| Parking Fines | 508 | 0.20% |
| Dog Licenses | 7,743 | 3.70% |
| Permit Center Fees | 5,309 | 2.50% |
| False Alarms | 1,828 | 0.90% |
| State | 5,334 | 2.50% |
| Misc. A/R | 7,717 | 3.60% |
|  |  |  |
| **TOTAL** | **211,478** |  |

**ATTACHMENT F**

|  |
| --- |
| **COUNTY OF HENRICO, VIRGINIA** |
| **DEPARTMENT OF FINANCE** |
| **DELINQUENT TAX DEBTOR/ACCOUNTS** |
|  |

|  |  |
| --- | --- |
| Real Estate Debtors with Active Accounts | 17,964 |
| Total Active Real Estate Accounts | 65,750 |
| PP Past Due Accounts | 80,612 |
| Meals Tax Past Due Accounts | 70 |
| Business License Past Due Accounts | 379 |