



**Procurement Division**  
Public Services Building  
2051 Kaen Road  
Oregon City, OR 97045  
(503) 742-5444 (Office)

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**REQUEST FOR QUOTES (RFQ) #2017-76**

Issue Date: August 31, 2017

Project Name:	Policy Management Software		
Quote Due Date/Time:	September 21, 2017, 2:00 PM		
Procurement Analyst:	Patricia Bride	Phone:	(503) 742-5447
		Email:	<a href="mailto:pbride@clackamas.us">pbride@clackamas.us</a>

**SUBMIT QUOTES VIA EMAIL TO [PROCUREMENT@CLACKAMAS.US](mailto:PROCUREMENT@CLACKAMAS.US)  
OR MAIL/HAND DELIVERY TO THE ABOVE ADDRESS**

**PLEASE NOTE: EMAIL SUBMISSIONS SHOULD HAVE  
“POLICY MANAGEMENT SOFTWARE” IN THE SUBJECT LINE**

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**1. ANNOUNCEMENT AND SPECIAL INFORMATION**

Quoters are required to read, understand, and comply with all information contained within this Request for Quotes (“RFQ”). All quotes are binding upon Quoter for sixty (60) days from the Quote Due Date/Time. Quotes received after the Quote Due Date/Time may not be considered. If authorized in the RFQ and resulting contract, travel and other expense reimbursement will only be reimbursed in accordance with the Clackamas County Travel Reimbursement Policy in effect at the time the expense is incurred. The Policy may be found at [www.clackamas.us/bids/terms.html](http://www.clackamas.us/bids/terms.html).

It will be the responsibility of potential Quoters to refer daily to the Bids and Contract Information Page ([www.clackamas.us/bids/index.html](http://www.clackamas.us/bids/index.html)) to check for any available addenda, response to clarifying questions, cancellations or other information pertaining to this RFQ.

All questions regarding this RFQ are to be directed to the Procurement Analyst named above. Quoters may not communicate with County employees or representatives about the RFQ during the procurement process until the Procurement office has notified Quoters of the selected Quoter. Communication in violation of this restriction may result in rejection of a Quoter.

**2. SCOPE**

The purpose of this RFQ is to purchase a hosted policy management system.

**Statement of Work**

Provide and host a policy management software, train county staff members, and train system administrators. The system should be web browser accessible, collaborative to support multiple users, inclusive of desired features (below), and intuitive so that it is “easy to use”.

**Requirements**

Within this section, the County has listed required specifications and function for a policy management system. Proposers shall respond by indicating how their system can provide or accommodate the functionality described as well as additional functionality not listed.

The desired policy management system must automate the process of authoring, approving, and distributing documents and capturing attestation. The system must utilize rules-based workflows and alerts and update document owners when to update or retire their policies.

Quoters are to complete the following table and include in their response to this RFQ. Indicate response and provide any comments necessary.

The following alpha codes are referenced in the requirements table below:

- **Y – Yes**, feature is currently supported by system.
- **N – No**, feature is not currently supported by system.
- **C – Custom** development for implementation would be required.
- **F – Future** feature will be supported by system. Provide anticipated date of availability.

System Requirements Table Feature	Y, N, C or F**	Describe
** Y = Yes; N = No; C=Custom; F=Future (please indicate)		
<b>GENERAL FEATURES/FUNCTIONS</b>		
<b>Policy Creation</b>		
Maintain library of standard policy templates		
Use templates to enforce format consistency		
Create policies in Microsoft Word format		
Import policies created in Microsoft Word		
<b>Policy Collaboration</b>		
Streamline creation, revision, approval, distribution and reporting.		
Ensure regular policy update with built-in review dates, expiration dates and reminders.		
Allow workflow design for collaboration, approval, and publishing.		
Notify groups/users only when their approval is needed.		
User permission levels or restrictions (Access rights)		
Establish an audit trail for each policy with automated archiving and version control.		
Automation of policy management tasks.		
Ability to add digital signatures, like from DocuSign, eSign+		
Document editors, reviewers and stakeholders collaborate on one central version.		
Maintain all historical data in a lifetime archive.		
Show the current version by default.		
Display differences between versions on command.		
<b>Policy Compliance</b>		
Employee compliance in reading Policies and Procedures will be measured and reported.		
Industry specific regulation guidelines support like: 1. HIPAA		

2. FERPA 3. PII 4. PCI 5. CJIS		
Link policies, procedures and document relevant to them.		
Send policy update notices to individuals, groups and distribution lists.		
Require users to acknowledge new policies and procedures. Test their understanding of the content.		
Set reminders and escalations to enforce compliance.		
Escalate as required to ensure compliance.		
Easy to view dashboards show who has taken action on policies and who has not.		
Easy to view Dashboards/Reports to show who has taken action on policies and who has not		
<b>Public Portal</b>		
Supports custom homepage design		
Publish content for public consumption.		
Integrate with your web site.		
Use this option when you do not need to track user action and content is not proprietary.		
<b>Usability Features</b>		
List of policies/procedure by Department (ability to configure and organize documents).		
Allows multiple concurrent user logins		
Staff can easily set up and modify without needing to know HTML, CSS or other web design tools		
Online access is compatible with last 2 versions of common internet browsers (Internet Explorer, Firefox, Safari, at minimum)		
Provide a user-friendly interface that allows employees to read all policies and procedures available to them or to search for a specific document using “key words”, etc.		
<b>Customer Support Services</b>		
Describe your levels of customer support; include priority levels and how they are what expectations should be regarding resolution.		
Describe the customer support services available for clients.		
<b>Implementation and Training</b>		
Describe the Implementation Process.		
Describe the types of training you provide to new clients. Describe on-going access to training materials – online, etc.		

<b>Security</b>		
Does the solution integrate with Microsoft Active Directory or OpenLDAP for the purpose of authentication?		
Describe the capability to configure role based access to restrict access by organization, department, group, or location		
Describe how authentication and authorization to the application is handled		
<b>Reporting</b>		
Describe the reporting features of the application		
Describe/list library of standard reports provided with the application. Please provide samples of your reports.		
<b>Technical</b>		
Describe any limitations regarding the number of User Licenses or number of Documents		
Describe infrastructure environment in terms of appropriate hardware redundancy, security, and system backup, including access management server, if included.		
Describe how your application would function at a Company off-site, disaster recovery site.		
Describe what mechanisms the solution provides for or supports to assist with change control, release control.		
Describe the upgrade process		
Describe the requirements and process for scheduled maintenance		
Describe what the process for accessing application activity from prior years		
Describe what APIs are supported by the solution. Please included proprietary as well as industry standards. Include a description and functional of what is exposed in the solution through the APIs Describe what solutions components and elements are accessible through Business Objects or published APIs.		
Please describe how all the features and functionality of this solution are packaged. Can the various options of the solutions be purchase individually? Can the various options be added removed at a future date?"		

### 3. Sample Contract

Submission of a Quote in response to this RFQ indicates Quoter's willingness to enter into a contract containing substantially the same terms of the below referenced contract, which can be found at: <http://www.clackamas.us/bids/terms.html>, with the below indicated requirements. No action or response to the sample contract is required under this RFQ. The applicable sample contract is the:

Goods & Services Contract (unless checked, item does not apply)

Travel Expense Reimbursement is Authorized

**4. Quote**

Quotes should be short and concise with the following information:

- A. Company experience in these types of projects;
- B. Five year total cost of ownership to include implementation and training;
- C. Project references with entities of similar size and complexity (local agencies such as a city or county);
- D. Proposed implementation and training schedule; and
- E. Any additional information that Clackamas County should take into consideration for the project or qualifications.

**5. Evaluation**

Quotes will be evaluated based on subjective factors including, but not limited to: Company experience to include staff experience, total cost of ownership, project references, proposed implementation and training schedule, and proposal.

**CLACKAMAS COUNTY CERTIFICATIONS**  
**RFQ #2017-76**

Each Quoter must read, complete and submit a copy of this Clackamas County Certification with their Quote. Failure to do so may result in rejection of Quote. By signature on this Certification the undersigned certifies that they are authorized to act on behalf of the Quoter and that under penalty of perjury the undersigned will comply with the following:

**SECTION I. OREGON TAX LAWS**

As required in ORS 279B.110(2)(3), the undersigned hereby certifies that, to the best of the undersigned's knowledge, the Quoter is not in violation of any Oregon Tax Laws. For purposes of this certification, "Oregon Tax Laws" means a state tax imposed by ORS 320.005 to 320.150 and 403.200 to 403.250 and ORS chapters 118, 314, 316, 317, 318, 321, 323, and elderly rental assistance program under ORS 310.630 to 310.706, and local taxes administered by the Department of Revenue under ORS 305.620, all as applicable. If a contract is executed, this information will be reported to the Internal Revenue Service. Information not matching IRS records could subject Quoter to 28% backup withholding.

**SECTION II. NON-DISCRIMINATION**

The undersigned hereby certifies that the Quoter has not and will not discriminate in its employment practices with regard to race, creed, age, religious affiliation, sex, disability, sexual orientation, national origin, or any other protected class. Nor has Quoter or will Quoter discriminate against a subcontractor in the awarding of a subcontract because the subcontractor is a disadvantaged business enterprise, a minority-owned business, a woman-owned business, a business that a service-disabled veteran owns or an emergency small business that is certified under ORS 200.055.

**SECTION III. CONFLICT OF INTEREST**

The undersigned hereby certifies that no elected official, officer, agency or employee of Clackamas County is personally interested, directly or indirectly, in any resulting contract from this RFQ, or the compensation to be paid under such contract, and that no representation, statements (oral or in writing), of the County, its Commissioners, officers, agents, or employees had induced Quoter to submit this Quote. In addition, the undersigned hereby certifies that this proposal is made without connection with any person, firm, or corporation submitting a quote for the same material, and is in all respects fair and without collusion or fraud.

**SECTION IV. COMPLIANCE WITH SOLICITATION**

The undersigned further agrees and certifies that they:

1. Have read, understand and agree to be bound by and comply with all requirements, instructions, specifications, terms and conditions of the RFQ (including any attachments); and
2. Are an authorized representative of the Quoter, that the information provided is true and accurate, and that providing incorrect or incomplete information may be cause for rejection of the Quote or contract termination; and
3. Will furnish the designated item(s) and/or service(s) in accordance with the RFQ and Quote; and
4. Will use recyclable products to the maximum extent economically feasible in the performance of the contract work set forth in this RFQ.

Firm Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Title: \_\_\_\_\_

Name: \_\_\_\_\_ Telephone: \_\_\_\_\_

Email: \_\_\_\_\_ OR CCB # (if applicable): \_\_\_\_\_

Business Designation (check one):

Corporation  Partnership  Sole Proprietorship  Non-Profit  Limited Liability Company

Resident Quoter, as defined in ORS 279A.120

Non-Resident Quote. Resident State: \_\_\_\_\_

Oregon Business Registry Number: \_\_\_\_\_

## CLACKAMAS COUNTY INSTRUCTIONS TO QUOTERS

Quotes are subject to the applicable provisions and requirements of the Clackamas County Local Contract Review Board Rule C-047-0270 (Intermediate Procurements) and Oregon Revised Statutes.

### QUOTE PREPARATION

1. **QUOTE FORMAT:** Quotes must be submitted as indicated in the RFQ. Quotes may be submitted in writing to Clackamas County via e-mail, mail or in person.
2. **CONFORMANCE TO RFQ REQUIREMENTS:** Quotes must conform to the requirements of the RFQ. Unless otherwise specified, all items quoted are to be new, unused and not remanufactured in any way. Any requested attachments must be submitted with the quote and in the required format. Quote prices must be for the unit indicated on the quote. Failure to comply with all requirements may result in quote rejection.
3. **ADDENDA:** Only documents issued as addenda by Clackamas County serve to change the RFQ in any way. No other directions received by the Quoter, written or verbal, serve to change the RFQ document. NOTE: IF YOU HAVE RECEIVED A COPY OF THE RFQ, YOU SHOULD CONSULT THE CLACKAMAS COUNTY BIDS AND CONTRACT INFORMATION WEBSITE ([www.clackamas.us/bids/index.html](http://www.clackamas.us/bids/index.html)) TO ENSURE THAT YOU HAVE NOT MISSED ANY ADDENDA OR ANNOUNCEMENTS. QUOTERS ARE NOT REQUIRED TO RETURN ADDENDUMS WITH THEIR QUOTE. HOWEVER, QUOTERS ARE RESPONSIBLE TO MAKE THEMSELVES AWARE OF, OBTAIN AND INCORPORATE ANY CHANGES MADE IN ANY ADDENDA ISSUED, AND TO INCORPORATE ANY CHANGES MADE BY ADDENDUM INTO THEIR FINAL QUOTE. FAILURE TO DO SO MAY, IN EFFECT, MAKE THE QUOTER'S QUOTE NON-RESPONSIVE, WHICH MAY CAUSE THE QUOTE TO BE REJECTED.
4. **USE of BRAND or TRADE NAMES:** Any brand or trade names used by Clackamas County in the specifications are for the purpose of describing and establishing the standard of quality, performance and characteristics desired and are not intended to limit or restrict competition. Quoters may submit quotes for substantially equivalent products to those designated unless the RFQ provides that a specific brand is necessary because of compatibility requirements, etc. All such brand substitutions shall be subject to approval by Clackamas County.
5. **PRODUCT IDENTIFICATION:** Quoters must clearly identify all products quoted. Brand name and model or number must be shown. Clackamas County reserves the right to reject any quote when the product information submitted with the quote is incomplete.
6. **FOB DESTINATION:** Unless specifically allowed in the RFQ, ***QUOTE PRICE MUST BE F.O.B. DESTINATION with all transportation and handling charges included in the Quote.***
7. **DELIVERY:** Delivery time must be shown in number of calendar days after receipt of purchase order.
8. **EXCEPTIONS:** Any deviation from quote specifications, or the form of sample contract referenced in this RFQ, may result in quote rejection at County's sole discretion.
9. **SIGNATURE ON QUOTE:** Quotes must be signed by an authorized representative of the Quoter. Signature on a quote certifies that the quote is made without connection with any person, firm or corporation making a quote for the same goods and/or services and is in all respects fair and without collusion or fraud. Signature on a quote also certifies that the Quoter has read and fully understands all quote specifications, and the sample contract referenced in this RFQ (including insurance requirements). No consideration will be given to any claim resulting from quoting without comprehending all requirements of the RFQ.
10. **QUOTE MODIFICATION:** Quotes, once submitted, may be modified in writing before the time and date set for quote closing. Any modifications should be signed by an authorized representative, and state that the new document supersedes or modifies the prior quote. Quoters may not modify quotes after quote closing time.
11. **QUOTE WITHDRAWALS:** Quotes may be withdrawn by request in writing signed by an authorized representative and received by Clackamas County prior to the Quote Due Date/Time. Quotes may also be withdrawn in person before the Quote Due Date/Time upon presentation of appropriate identification.

- 12. QUOTE SUBMISSION:** Quotes may be submitted by returning to Clackamas County Procurement Division in the location designated in the introduction of the RFQ via email, mail or in person; however, no oral or telephone quotes will be accepted. Envelopes, or e-mails containing Quotes should contain the RFQ Number and RFQ Title.

#### **QUOTE EVALUATION AND AWARD**

- 1. PRIOR ACCEPTANCE OF DEFECTIVE PROPOSALS:** Due to limited resources, Clackamas County generally will not completely review or analyze quotes which fail to comply with the requirements of the RFQ or which clearly are not the best quotes, nor will Clackamas County generally investigate the references or qualifications of those who submit such quotes. Therefore, neither the return of a quote, nor acknowledgment that the selection is complete shall operate as a representation by Clackamas County that an unsuccessful quote was complete, sufficient, or lawful in any respect.
- 2. DELIVERY:** Significant delays in delivery may be considered in determining award if early delivery is required.
- 3. CASH DISCOUNTS:** Cash discounts will not be considered for award purposes unless stated in the RFQ.
- 4. PAYMENT:** Quotes which require payment in less than 30 days after receipt of invoice or delivery of goods, whichever is later, may be rejected.
- 5. INVESTIGATION OF REFERENCES:** Clackamas County reserves the right to investigate references and or the past performance of any Quoter with respect to its successful performance of similar services, compliance with specifications and contractual obligations, and its lawful payment of suppliers, sub-contractors, and workers. Clackamas County may postpone the award or execution of the contract after the announcement of the apparent successful Quoter in order to complete its investigation. Clackamas County reserves the right to reject any quote or to reject all quotes at any time prior to Clackamas County's execution of a contract if it is determined to be in the best interest of Clackamas County to do so.
- 6. METHOD OF AWARD:** Clackamas County reserves the right to make the award by item, groups of items or entire quote, whichever is in the best interest of Clackamas County.
- 7. QUOTE REJECTION:** Clackamas County reserves the right to reject any and all quotes.
- 8. QUOTE RESULTS:** Quoters who submit a quote will be notified of the RFQ results. Awarded quote files are public records and available for review by submitting a public records request or by appointment.