



COUNTY OF YOLO

Procurement Division

Notice of Request for Proposals (RFP) For

INFOR System Migration

Proposal Responses Due:
June 7, 2021 at 3:00 PM

Department of Financial Services
Procurement Division
625 Court Street, Suite 103
Woodland Ca, 95695

RFP Coordinator: Jason Tranfaglia
(530) 666-8072
Jason.Tranfaglia@yolocounty.org

I. TABLE OF CONTENTS

Section	Section Title	Pages
II.	Introduction	3
III.	RFP Schedule of Events	8
IV.	General Instructions & Information	9
V.	Terms and Conditions	13
VI.	Instructions for Completion of Proposal	17

Exhibits:

Exhibit "A"	Proposal Transmittal Letter
Exhibit "B"	Experience, Quality, Stability of the Firm
Exhibit "C"	Implementation Experience
Exhibit "D"	Implementation/Migration Workplan
Exhibit "E"	Previous Customer References
Exhibit "F"	Signature Page
Exhibit "G"	Non-Collusion Statement
Exhibit "H"	Cost Proposal

Attachments:

Attachment 1	Sample County Contract
Attachment 2	Signature Page Template
Attachment 3	Non-Collusion Statement Template

II. INTRODUCTION

A. STATEMENT OF PURPOSE

- a. The County of Yolo is requesting proposals from qualified Vendors to provide Infor CloudSuite Implementation services for the Yolo County Department of Innovation & Technology Services per the scope of work, as outlined in this RFP.
- b. Proposers who submit a response to this RFP must have the ability to meet the requirements, including the terms and conditions contained in this RFP.

B. SYNONYMOUS TERMS

- a. As used throughout this proposal and its attachments, the following terms are synonymous:
 - i. Supplier, Vendor, Contractor
 - ii. Purchase Order, Contract, Agreement
 - iii. Services, Work, Scope, and Project
 - iv. Bidder, Offeror, Proposer
- b. For the purposes of this RFP, the term “Infor” or “CloudSuite” will be used synonymously for Infor Financials and Supply Management and Infor Human Capital Management.
- c. “The County” refers to the County of Yolo, California.

C. SCOPE OF WORK

- a. Yolo County’s Enterprise Resource Planning software consists of Infor Lawson, version 10 for finance (modules GL, CB, AP, AR), human resources (modules HR, BN, PR), and Procurement (modules RQ, PO), Infor Global Human Resources, and Infor Workforce Management. The County is seeking an experienced Systems Implementer/Integrator to provide implementation services, support, discovery/analysis, and orientation/training to successfully upgrade the current version of Lawson Infor products to Infor CloudSuite. Yolo County is seeking Proposers that are Infor-certified partners with knowledge of Lawson version 10 and CloudSuite.

D. SYSTEMS IMPLEMENTATION AND INTEGRATION SERVICES SCOPE

- a. Yolo County envisions requiring a range of systems implementation and systems integration services from the selected respondent. The scope of responsibilities of the selected respondent may include but not be limited to:
- b. Project initiation and start-up, including preparation of a detailed project work and management plan. A project kick-off meeting will be conducted for key stakeholders.
- c. Orientation/training on the CloudSuite software for the Yolo County core team members who will be assigned to the implementation project in order to allow them to become familiar with the software and contribute to other project activities.
- d. Business Process discovery, analysis, and mapping whereby CloudSuite business processes are identified based on the software package's capabilities and management best practices.

- e. Fit/gap analysis in which the fit of the CloudSuite software solution to meet Yolo County's business requirements is confirmed, gaps are identified, and solutions are defined to address the identified gaps. Including considerations for replacing the functionality of any current system customizations.
- f. Preparation of a range of management plans required to execute the project including a stakeholder engagement plan, test plan, conversion plan, interface plan, and enterprise readiness/training plan among others.
- g. Functional design, technical design, development, unit testing, and documentation of required custom development objects including forms, reports, interfaces, conversions, custom extensions, and custom workflows (FRICEW).
- h. Planning and execution of system testing including required software corrections in which the capabilities of specific system functions (software configuration and FRICEW objects) are tested together to ensure the system supports the specific business function.
- i. Planning and execution of integration test including required software corrections in which the integration of two or more business processes supported by the CloudSuite software and/or the integration between the CloudSuite software solutions and other Yolo County or third-party systems is fully tested.
- j. Support for execution of user acceptance testing in which Yolo County's users will verify the system works as designed and is ready for migration to production status. The selected respondent will also be responsible for implementing any required software corrections to resolve issues identified during user acceptance testing with the CloudSuite Financials software or any custom objects designed and developed by the selected respondent.
- k. Planning, execution, and testing of any data migrations/conversions prior to production cut-over.
- l. Development of regression test plans, and developing implementation cut-over and contingency plans including determining the fallback position in the event production cut-over is halted for whatever reason.
- m. Preparation of user training materials and business and system procedure manuals as required.
- n. Delivery, in collaboration with Yolo County staff, of super-user and end-user training to be primarily through classroom-based presentations. (Other secondary delivery platforms would include eLearning, user manuals, quick reference guides, etc.).
- o. Assist Yolo County with change management and enterprise readiness planning and support services including a detailed communication plan to drive implementation and change management activities.
- p. Ongoing project management to manage, monitor, and track project activities against the approved baseline scope, schedule and budget; perform project status reporting; maintain project documentation; manage issues log and risk register; and manage contract items.
- q. Production support by the project team for a minimum of 90 days following system implementation through final system acceptance.
- r. Provision of one-year of warranty support for all systems integration work beginning with final system acceptance.

- s. Yolo County envisions CloudSuite software will be implemented following a traditional package implementation methodology with extensive engagement with Yolo County subject matter experts and other users.

E. TECHNICAL SPECIFICATIONS:

1. Infor CloudSuite will be used primarily by Yolo County's Finance, Human Resources and Procurement operations and will function as the primary Enterprise Resource Planning (ERP) software solution.

- a. Modules included in Yolo County's CloudSuite software package include the following:

1. Infor CloudSuite Public Sector Financials and Supply Management – SaaS Multi-Tenant
2. Grant Accounting – SaaS Multi-Tenant
3. EDI for Supply Chain Management – SaaS Multi-Tenant
4. Strategic Sourcing/Supplier Portal – SaaS Multi-Tenant
5. Infor Analytics Platform for CloudSuite FSM
6. Infor Financials & Supply Management US Country Pack – SaaS Multi-Tenant
7. Infor HR Talent GHR TM Core – SaaS Multi-Tenant
8. Global Human Resources Payroll – SaaS Multi-Tenant
9. Infor Analytics Platform for Cloudsuite HCM
10. BSI Tax Factory US – SaaS Multi-Tenant
11. Workforce Management Time & Attendance – SaaS Bundle – SaaS Multi-Tenant
12. Infor Birst Enterprise Platform Enhanced
13. Infor OS Essentials – SaaS Multi-Tenant
14. Infor Storage
15. Infor Document Management – Document Capture Ephesoft – SaaS Single Tenant
16. Infor User Adoption Platform Bundle – SaaS
17. IA Extension Tool – Infor Process Manager
18. Customer Success Plus
19. Tax Regulatory and Critical Updates – Cloud Migrations

- b. System Interfaces:

1. Microsoft Active Directory - User authentication/single sign-on
2. MHC Software – Accounts Payable (Image Express, 1099) to be replaced by Infor's Document Management; Procurement (Document Express) to be replaced by Infor's Document Management
3. and Human Resources (Document Express, Document Self-Service) to be maintained and integrated with Cloudsuite.
4. Cascade Software Systems'
5. WinCAMS
6. MHC Software's Document Express and Document Self-Service
7. Various legacy systems for integrated functionality

- c. Custom Reports/Jobs:

1. CALPERS
2. Union Dues
3. Leave Liability

(Note: Other systems may be identified as part of the discovery process)

VENDOR MINIMUM REQUIREMENTS:

1. Proposer must have a minimum of five-year status as an Infor partner.
2. Proposer must provide a minimum of four references of which:
 - a. Three references must be a public sector client (State, local, and/or special district)
 - b. Three references must be of a client that Proposer was selected to assist with a current or completed migration to Infor Cloudsuite.

PREFERRED QUALIFICATIONS:

The Proposer may be evaluated higher if they meet the following qualifications

1. Proposer has a minimum of five-year status as an Infor Certified Partner.
2. Proposer has at least two references with a county-level public sector client.

ADDITIONAL GOALS FOR THIS PROJECT:

- a. Discovery and analysis of existing workflows to identify areas of improvement for alignment with the CloudSuite application and best practices
- b. Migration and integration of data and/or information components from the Yolo County's existing Lawson Financials System (v10.0).
- c. Review of standard reporting options, custom report creation capabilities, and automated standard reporting. Yolo County desires a significant improvement in the reporting capabilities of the CloudSuite system compared to the current Lawson software version.
- d. Provide training and orientation for the CloudSuite modules installed

AWARDED CONTRACTOR REQUIREMENT:

- a. The successful Awarded contractor must supply all insurance requirements as required in Attachment 1, Sample Contract.
- b. **CONTRACT TERM:** Contractor agrees to provide awarded items and/or services as specified in the RFP document for a period of two years. The agreement may be extended by mutual consent for three (3) additional twelve (12) month periods. Hourly rates shall remain firm for the initial one (1) year term.

PROPOSAL DEADLINE

Proposals shall be submitted no later than the Proposal Deadline time and date detailed in the Section II, RFP Schedule of Events. Proposers shall respond to the written RFP

and any exhibits, attachments, or amendments. A Proposer's failure to submit a proposal as required before the deadline shall cause the proposal to be disqualified. Late proposals shall not be accepted nor shall additional time be granted to any potential Proposer.

SUBMITTING PROPOSALS

The preferred method of submitting your proposal is electronically through BidSync.

It is the sole responsibility of the proposer to ensure their proposal reaches BidSync, LLC before the closing date and time. If you have any questions regarding the submittal of this proposal, please contact BidSync at 1(800) 990-9339, for vendor support.

Bidders/Offerors who send proposals by mail, electronically or by other delivery service are cautioned to allow adequate delivery time to ensure timely receipt of their proposals. The County is not responsible for any delays caused by the Bidder's/Offeror's chosen means of proposal delivery. Late proposals shall not be accepted nor shall additional time be granted to any potential Bidder/Offerer.

ADDENDA

Any additional information not included in this solicitation which the County finds necessary and material to responding to the RFP will be posted as an addendum on BidSync. Answers to questions submitted through BidSync shall be considered addenda to the solicitation documents.

III. SCHEDULE OF EVENTS

The following RFP Schedule of Events represents the County's best estimate of the schedule that shall be followed. Unless otherwise specified, the time of day for the following events shall be between 8:00 a.m. and 4:00 p.m., Pacific Time.

The County reserves the right, at its sole discretion, to adjust this schedule as it deems necessary.

Notification of any adjustment to the Schedule of Events shall be provided to all vendors through BidSync. The County is not responsible for failure of the prospective Bidders/Offerers to check for any RFP document updates, changes, or answers to questions posted at the BidSync.com website. Failure to periodically check the website will be at the Bidder's/Offeror's sole risk.

	EVENT	DATE	TIME
1	County Issues RFP	May 9, 2021	
2	Pre-Proposal Conference	May 18, 2021	11:00 AM Pacific
3	Deadline for Written Comments Posted	May 24, 2021	
4	County Issues Responses to Written Comments	May 31, 2021	
5	Deadline Proposal Due	June 7, 2021	3:00 PM Pacific
6	County Completes Evaluations	June 18, 2021	
7	Anticipated Contract Start Date	July 2021	

PRE-PROPOSAL CONFERENCE:

There will be a pre-proposal conference held as shown below. The pre-proposal conference will be conducted electronically. Those interested in attending must register in advance using the link below. This pre-proposal conference will be recorded.

Date: May 18, 2021

Time: 11:00 AM Pacific Time

Online: https://yolocounty.zoom.us/webinar/register/WN_rUufgOPFQPeZJ4CEAf2p7w

IV. III. GENERAL INSTRUCTIONS AND INFORMATION

A. RFP COORDINATOR

The following RFP Coordinator shall be the main point of contact for this RFP:

County of Yolo DEPARTMENT OF FINANCIAL SERVICES
625 COURT STREET, SUITE 103
WOODLAND CA, 95695
Phone: (530) 666-8072
Jason.Tranfaglia@yolocounty.org

B. COMMUNICATIONS REGARDING THE RFP

Upon release of this RFP, all vendor communications concerning this procurement must be directed to the RFP Coordinator named above. Unauthorized contact regarding the RFP with other County employees of the procuring county agency may result in disqualification.

Questions concerning this proposal, including specifications, requirements, terms and/or conditions of a solicitation, etc. should be submitted solely in writing online at www.bidsync.com in the questions and answers section of the solicitation no later than the date and time noted above in the Section II. Schedule of Events Chart, item#3 Deadline for Written Comments Posted or per any changes to Schedule of Events as posted to BidSync.

The County is not responsible for failure of the prospective Bidders/Offerers to check for any RFP document updates, changes, or answers to questions posted at the BidSync.com website. Failure to periodically check the website will be at the Bidder's/Offeror's sole risk.

Any oral communications shall be considered unofficial and nonbinding on the County.

Any irregularities or lack of clarity in the RFP should be brought to the attention of the County for correction or clarification.

C. PROPOSAL PREPARATION COSTS

The County shall not pay any costs associated with the preparation, submittal, or presentation of any proposal.

D. PROPOSAL WITHDRAWAL

To withdraw a proposal, the Vendor must submit a written request, signed by an authorized representative, to the RFP Coordinator. After withdrawing a previously submitted proposal, the vendor may submit another proposal at any time up to the deadline for submitting proposals.

E. PROPOSAL AMENDMENT

The County shall not accept any amendments, revisions, or alterations to proposals after the deadline for proposal submittal unless the County formally requests such in writing.

F. PROPOSAL ERRORS

Proposers are liable for all errors or omissions contained in their proposals. Proposers shall not be allowed to alter proposal documents after the deadline for submitting a proposal.

G. PROHIBITION OF PROPOSER TERMS & CONDITIONS

A Proposer may not submit the Proposer's own contract terms and conditions in a response to this RFP. If a proposal contains such terms and conditions, the County, at its sole discretion, may determine the proposal to be a nonresponsive counteroffer, and the proposal may be rejected.

H. ASSIGNMENT AND SUBCONTRACTING

The Contractor may not subcontract, transfer, or assign any portion of the contract without prior, written approval from the County. The County must approve each subcontractor in writing. The substitution of one subcontractor for another may be made only at the discretion of the County and with prior, written approval from the County.

Not with standing the use of approved subcontractors, the Proposer, if awarded a contract under this RFP, shall be the prime contractor and shall be responsible for all work performed.

Contractor shall require each of its subcontractors of any tier to carry the aforementioned coverage, or Contractor may insure subcontractors under its own policy.

I. PROPOSAL OF ADDITIONAL SERVICES

If a Proposer indicates an offer of goods or services in addition to those required by and described in this RFP, these additional goods or services may be added to the contract before contract signing at the sole discretion of the County.

J. INDEPENDENT PRICE DETERMINATION

A proposal shall be disqualified and rejected by the County if the price in the proposal was not arrived at independently without collusion, consultation, communication, or agreement as to any matter relating to such prices with any other Proposer, a County employee, or any Competitor.

K. INSURANCE

The successful Contractor will be required to provide and maintain insurance as required and listed in Exhibit "A" before commencing work on the contract.

L. LICENSURE

Before a contract pursuant to this RFP is signed, the Proposer must hold all necessary, applicable business and professional licenses. The County may require any or all Proposers to submit evidence of proper licensure.

M. RFP AMENDMENT AND CANCELLATION

The County reserves the unilateral right to amend this RFP in writing at any time. The County also reserves the right to cancel or reissue the RFP at its sole discretion. If an amendment is issued it shall be provided to all proposers through BidSync. Proposers shall respond to the final written RFP and any exhibits, attachments, and amendments.

N. RIGHT OF REJECTION

The County reserves the right, at its sole discretion, to reject any and all proposals or to cancel this RFP in its entirety.

Any proposal received which does not meet the requirements of this RFP may be considered to be nonresponsive, and the proposal may be rejected. Proposers must comply with all of the terms of this RFP and all applicable State and County laws and regulations. The County may reject any proposal that does not comply with all of the terms, conditions, and performance requirements of this RFP.

The County reserves the right, at its sole discretion, to waive variances in proposals provided such action is in the best interest of the County. Where the County waives minor variances in proposals, such waiver does not modify the RFP requirements or excuse the proposer from full compliance with the RFP. Notwithstanding any minor variance, the County may hold any Proposer to strict compliance with the RFP.

O. DISCLOSURE OF PROPOSAL CONTENTS

All proposals become the property of the County, which is a public agency subject to the disclosure requirements of the California Public Records Act (CPRA, California Government Code §6250 and following). The CPRA contains limited exemptions. If you contend that any documents, as defined by the CPRA, are confidential or proprietary material and exempt from CPRA, these documents shall be clearly marked "Exempt from CPRA." Proposer shall defend, indemnify and hold the County harmless against any claim, action or litigation (including but not limited to all judgments, costs, fees, and attorney's fees) that may result from denial of a CPRA request. If Proposer does not respond to a CPRA request or agree to do so within five (5) days, the County may disclose the requested information under the CPRA."

P. PROPOSAL EVALUATION PROCESS

The evaluation process is designed to award the procurement to the Proposer with the best combination of attributes based upon the evaluation criteria.

The County reserves the right, at its sole discretion, to request clarifications of proposals or to conduct discussions for the purpose of clarification with any or all Proposers. If clarifications are made as a result of such discussion, the Proposer shall put such clarifications in writing.

Q. AWARD OF PROPOSAL

Award will be made to the Proposer offering the most advantageous proposal after consideration of all Evaluation Criteria set forth below. This criterion is not listed in any order of preference. The County reserves the right to establish weight factors that will be applied to the criteria depending upon the order of importance. The County shall not be obligated to accept the lowest priced proposal, but will make an award in the best interests of the County after all factors have been evaluated.

1) Proposal Evaluation Criteria

Proposals will be evaluated by the Selection Committee on the basis of the following criteria which are listed in descending order of importance.

- a. Experience, Quality Stability and Reputation of Proposer: 30 Points**
- b. Implementation Experience: 25 Points**
- c. Implementation/Migration Work Plan: 25 Points**
- d. Price Proposal: 20 Points**

R. AWARD PROCESS

The County reserves the right to make an award without further discussion of any proposal submitted. Each proposal should be initially submitted on the most favorable terms the proposer can offer. The County reserves the right to negotiate and/or include a best and final offer stage to the process.

Notwithstanding, the county reserves the right to add terms and conditions, deemed to be in the best interest of the county, during final negotiations. Any such terms and conditions shall be within the scope of the RFP and shall not affect the basis of proposal evaluations and will be incorporated in a purchase order.

The County reserves the right, at its sole discretion, to negotiate with the apparent best evaluated Proposer.

V. IV. TERMS AND CONDITIONS

A. QUALIFICATIONS/INSPECTION

Proposals will only be considered from firms normally engaged in providing the types of commodities/services specified herein. The County reserves the right to inspect the Proposer's facilities, equipment, personnel, and organization at any time, or take any other action necessary to determine Proposer's ability to perform. The RFP Coordinator reserves the right to reject proposals where evidence or evaluation is determined to indicate inability to perform.

B. NON-WAIVER

The County's failure to address errors or omissions in the proposals shall not constitute a waiver of any requirement of this RFP by the County.

C. FEDERAL, STATE, AND LOCAL LAWS

The successful proposer must operate in conformity with all applicable, federal, state, and local laws, ordinances, orders, rules, and regulations pertaining to work. It is the responsibility of the awarded proposer to ensure that all permits and/or licensees required for operation are valid and current. Failure to comply with this provision may be cause to cancel any contract awarded, and award will be made to the next lowest, responsive, responsible proposer.

D. GOVERNING LAW

If an award is made, the contract will be made in the County of Yolo and shall be governed and construed in accordance with the laws of the State of California. Any action relating to the Contract shall be instituted and prosecuted in the courts of Yolo County, California.

E. NON-DISCRIMINATION

There shall be no discrimination as to race, sex, color, creed, age or national origin in the operations conducted under any resulting contract.

F. PUBLIC AGENCY

It is intended that other public agencies (i.e., city, special district, public authority, public agency and other political subdivisions of the State of California) shall have the option to participate in any agreement created as a result of this RFP with the same terms and conditions specified, including pricing. The County shall incur no financial responsibility in connection with a purchase order from another public agency. The public agency shall accept sole responsibility for placing orders and making payment to the vendor.

G. ADDITIONAL PURCHASES

Following the award, the County may dispense with separate bidding for additional purchases of like item(s) from the successful Proposer within a twelve (12) month period from the initial purchase date provided that the Vendor agrees to provide the like item(s) at the same discounted price and under the same terms and conditions as the previous award.

H. EXTENSIONS

The County reserves the right to extend any contract past the end term date upon mutual agreement and under the same pricing, terms and conditions for continual

service and supplies while a new contract is being solicited, evaluated and/or awarded for a period not to exceed six (6) months.

I. PRICE ESCALATION

All prices are firm for a period of one (1) year from the date of award. The Contractor may raise prices in accordance with the California Consumer Price (CPI-W, US City Average, All Items; NSA) Index for each of the allowable one (1) year extensions. The increase in price shall remain firm for the renewal term. The County reserves the right to accept or reject the request for a price increase within ten (10) business days of the written request.

J. INVOICES AND PAYMENT TERMS

Invoices are to be mailed to the County department(s) specified on the resulting purchase order, blanket purchase order or contract. All invoices must include the purchase order number, blanket purchase order number, or contract number, product description and reference to back ordered items. Failure to comply may result in delayed payments.

The County will make payment on a Net 30-day basis unless a cash discount of one-half percent (1/2%) or greater, which amounts to \$2.50 or more, is allowed for payment within not less than twenty (20) days. The payment term shall begin on the date the merchandise is inspected, delivered and accepted by the County, or on the date a correct invoice is received in the office specified in the order, whichever is later. Prompt payment discounts shall be considered earned if payment is postmarked or personally delivered within the prescribed term. The beginning date described above shall be considered day zero for the purposes of counting days in the prescribed term.

K. COMPLIANCE

Late, incomplete, incorrect deliveries or excessive backorders will be documented, and performance evaluated when considering contract continuation or extension. Inaccurate or erroneous billing will also be documented and monitored for the purpose of evaluating performance when considering continuation or extension of contract. Failure to meet quoted delivery timeframes, or inaccurate or erroneous invoices (as determined by the Purchasing Department) may be cause for the County to cancel the balance of the awarded purchase order and award will be made to the next lowest proposer. Failure to receive County concurrence for substitutions or alternates will be documented and considered when evaluating continuation or extension of contract.

L. DEFAULT

In case of default by the awarded proposer, the County may procure the goods or services from another source and may recover the loss occasioned thereby from any unpaid balance due the selected proposer, or by any other legal means available to the County. The County may also ban selected proposer up to two years from future solicitations for default.

M. TERMINATION FOR CONVENIENCE

The County reserves the right, in its best interest as determined by the County, to cancel any contract by giving written notice to the Contractor thirty (30) days prior to the effective date of such cancellation.

N. CANCELLATION FOR UNAPPROPRIATED FUNDS

The obligation of the County for payment to a Contractor is limited to the availability of funds appropriated in a current fiscal period, and continuation of the contract into a subsequent fiscal period is subject to appropriation of funds, unless otherwise authorized by law.

O. ASSIGNMENT/TRANSFER/SUBCONTRACTING

Awarded Contractor shall not assign, transfer, or subcontract any portion of the contract without the express written consent of the department. Any award issued pursuant to this RFP, and the monies, which may become due hereunder, are not assignable without the prior written approval of the County.

P. FOB POINT

All prices quoted shall be FOB destination, freight prepaid (proposer pays and bears freight charges, proposer owns goods in transit and files any claims), excluding sales tax. The County is exempt from Federal Excise and Transportation taxes.

Q. PROTESTS

The County encourages Suppliers to resolve issues regarding requirements or the procurement process through written correspondence and discussions. The County is committed to fostering relationships with its Suppliers to encourage an ongoing pursuit to fulfill requirements.

1) Protest Procedures:

All protests shall be typed under the protester's letterhead and submitted in accordance with the provisions stated herein. Protests may be submitted by mail or by electronic mail. Protests submitted by facsimile will not be accepted. All protests must be addressed and submitted to both the RFP Coordinator of this solicitation and the Manager of Procurement. All protests shall include at a minimum the following information:

- a. The name, address, and telephone number of the Protester;
- b. The signature of the Protester or Protester's representative;
- c. The solicitation title and due date;
- d. Name of County employee designated as the RFP/IFB Coordinator;
- e. Identification of the statute or procedure that is alleged to have been violated;
- f. A detailed statement identifying the legal and/or factual grounds of the protest and all documentation supporting the vendor's position;
- g. The form of relief requested.

The contact information for the Manager of Procurement is as follows:

Manager of Procurement
Yolo County Department of Financial Services
625 Court St., Ste. 103
Woodland, CA 95695-3490

Protester's failure to comply with these procedures shall constitute a waiver of any right to further the RFP Protest and shall constitute a failure to exhaust administrative remedies.

The Manager of Procurement will review the materials in connection with the protest, assess the merits of the protest, and provide a written decision on the protest. The Manager of Procurement's decision is final.

If it is determined the protest is frivolous, the party originating the protest may be determined to be irresponsible and may be ineligible for future contracts.

2) Protest of RFP Specifications/Requirements/Terms & Conditions:

Companies who are concerned regarding irregularities or lack of clarity in specifications, requirements, terms and/or conditions of a solicitation should be brought to the attention of the County. Notice shall be provided prior to the closing date and time of the designated "question and answer period" of the proposal noted above in the Section II. Schedule of Events Chart, item#3 Deadline for Written Comments Posted on BidSync.

Notice must be clearly marked "**Notice of Protest of Specifications/Requirements/Terms & Conditions**". No requests for protests of solicitation specifications, requirements, terms and/or conditions shall be considered after the deadline stated above.

Companies who fail to do so forfeit all rights to protest a solicitation or any subsequent award based on the specifications, requirements, terms or conditions of this solicitation. In the event of the protest for specifications, requirements, terms and/or conditions is denied and the protester wishes to continue in the solicitation process they must still submit a bid/proposal prior to the close of the solicitation.

3) Protest of Disqualification:

Initial evaluations will determine if proposals have met the minimal requirements as indicated in this RFP. Notices will be sent to all companies who have been disqualified for not meeting the minimal requirements. Should a company disagree with the determination, notice of disagreement must be received within five (5) working days of date of notice identifying areas that are in question and how the company met the minimal requirements. Notice must be clearly marked "**Notice of Disagreement**". Companies who fail to do so forfeit all rights in the protest process. It is at the county's discretion at the department level to make final determinations for all disqualified protests.

4) Protest of Award of Contract:

In protests related to the award of a contract, the protest must be received by e-mail or hard copy no later than 4:00 PM Pacific Time five (5) business days after the notice of the proposed contract. Notice must be clearly marked "**Notice of Protest of Award of Contract**". A review may be granted if the protest is received within the specified time and the firm/person submitting the protest is a Bidder/Offeror.

Throughout the review process, the County has no obligation to delay or otherwise postpone an award of a contract based on a protest.

VI. IV. INSTRUCTIONS FOR COMPLETION OF PROPOSAL

A. SUBMITTING PROPOSALS

The preferred method of submitting your proposal is electronically through BidSync.

It is the sole responsibility of the proposer to ensure their proposal reaches BidSync, LLC before the closing date and time. If you have any questions regarding the submittal of this proposal, please contact BidSync at 1(800) 990-9339, for Vendor support.

Offerors who send proposals electronically or by other delivery service are cautioned to allow adequate delivery time to ensure timely receipt of their proposals. The County is not responsible for any delays caused by the offerors chosen means of proposal delivery.

Late proposals shall not be accepted nor shall additional time be granted to any potential Proposer.

B. REQUIRED PROPOSAL SUBMITTALS

The submittals requested shall be included with the proposal response. Failure to include required submittals may be cause for rejection of your proposal. The following are required for your proposal to be considered and must be labeled with the following:

1) Exhibit A Transmittal Letter

Submit a cover letter signed by an official authorized to solicit business and enter into contracts for the applicant. The cover letter should include the name, mailing address, email address and phone number of contact person. It must also contain a description of the company and the company's legal organization and also identify the proposed working relationships if sub-contractors are included in this proposal.

2) Exhibit B Experience, Quality, and Stability of the Firm

- A) Provide a brief narrative describing how long you have been an Infor partner, number of employees, and organization. Specifically identify how long the organization has with implementing Infor Cloudsuite, and what Infor modules does the organization have implementing the each of the major Infor modules.
- B) Provide an organization chart showing how this project will be staffed, identifying by name the key staff proposed for this project. Indicate the experience of each assigned employee's experience implementing Infor Cloudsuite products, and what Infor module(s) the employee is assigned to implement.
- C) Describe the organization's experience training clients on using Infor Cloudsuite. Identify the training staff assigned to project and their experience training clients in Infor Cloudiste. Include in your response a sample training manual that the County can expect to receive at the completion of this project.

3) Exhibit C – Implementaiton Experience

Describe previous experience with Infor implementations/migrations of Infor products and Infor Cloudsuite. Describe your standard approach to a migration project. Describe your experience leading a client's implementation team in implementing/migrating Infor products. Describe how your organization interacts with Infor to correct software/implementation issues. Describe your experience, if any, with other software that the County uses and if you had specific experience interfacing those software with Infor products. Describe what makes your organization best-suited for this migration project.

4) Exhibit D – Implementation / Migration Workplan

Submit an implementation/migration workplan. This plan shall provide sufficient detail to understand how the Proposer intends to complete the project. This plan shall include tasks, milestones, dates, times, durations and manpower for all activites necessary for for the migration. The County desires for system go-live to occur on July 1, 2022. Include a Gnatt chart that shows your proposed timeline to achieve the County's desired go-live date.

5) Exhibit E Previous Customer References

Submit at least five customer references, containing the organization name, the nature of the organization (e.g. corporation or unit of government), a contact name, email address and phone number of the contact name and a description of the work performed. At least three references shall be from a public sector client and at least three references shall be from client that the proposer performed or is performing Infor Cloudsuite migration services.

6) Exhibit F Signature Page

Complete and return Attachment 2, the Signature Page Template, as Exhibit F.

7) Exhibit G Non-Collusion Statement

Complete and return Attachment 3, the Non-Collusion Statement Template, as Exhibit G.

8) Exhibit H Cost Proposal

Submit a cost proposal that details all costs associated with the identified tasks listed in the Scope of Services. All costs must include all overhead costs and subcontractor costs. All travel expenses, if any, must be approved in advance by the County and cannot exceed the federal government's per diem rate for the Woodland, California area for meals and lodging.

In the cost proposal, list the Proposer's hourly rates for each position/title of all key personnel and support staff that will be assigned to the project. The hourly rates are the prices used for any additional tasks not listed in the Scope of Services but may be added at a future time.