



## **REQUEST FOR PROPOSAL: Digital Strategy and Performance Management Solution**

RESPONSE DUE: December 17<sup>th</sup>, 2024

### **INTRODUCTION**

Skagit County (County) is requesting proposals for a cloud-based strategy and performance management solution that allows the County to track goals, metrics, projects, and action items across entire, division, departments, and County as a whole. The solution must use a “balance scorecard” model. Preference is for some prebuilt data streams via integrations and the ability to add API call integrations. The solution must have the ability to scale as solution is implemented from a singular department/office to other county departments. Additionally, the software should provide capability to visualize data and publish the data to our website either through generated embedded code or direct link for public viewing.

Skagit County intends to enter a contract for the selected product/solution for a short initial term with the option to extend for multiple one-year extensions thereafter for a term not to exceed ten (10) years in total.

Acceptance of any response to the RFP should not be construed as a contract nor shall it indicate any commitment on the part of Skagit County for any future action. The awarding of the RFP is not complete until successful contract negotiations have taken place, and an agreement is signed by both parties.

The RFP does not commit Skagit County to pay for any costs incurred in the submission of a response to this RFP or for any cost incurred prior to the execution of a formal agreement.

Skagit County does not represent that any proposal will be implemented, or that any individual respondent will be the party contracted with. In the event Skagit County selects a respondent’s

proposal, implementation of the proposal will be through separate written agreement.

### **CONFIDENTIALITY OF RECORDS**

All records and information submitted as part of a proposal shall be deemed the property of Skagit County and a public record. Do not submit any information or documents that you deem to be confidential or proprietary.

### **DEMONSTRATION OF PRODUCTS**

At the sole option of the County, and as a condition prior to selection, some proposal respondents may be required to demonstrate the functionality of the proposed system. The demonstration must be conducted with the products proposed and must be able to demonstrate the functionality as it would be implemented for the County. Respondent(s) may use completed sites from other government agencies as part of the demonstration to the extent that what is shown shall become part of the official response to this RFP and will be considered part of the expected deliverables. If the County elects to have a demonstration, the respondent may be required to do so at County facilities. Failure to agree to the demonstration will disqualify the responder.

### **REQUIRED PROPOSAL CONTENT**

All proposals are to include the following required information:

- A general description on how your product/solution meets the general expectations listed in the “Introduction” section of this document
- Proposed phases or steps in implementation of the service or product to the extent applicable.
- Options for training the County staff on the product/solution.
- Description of ongoing support provisions.
- Specifications and configurations required to support the proposed system, including specifications for all software components required for the system, but not provided as part of the proposal. In other words, hardware and software requirements for County workstations and network configuration.
- Information on hosting site including specifications on security, disaster recovery, historical data preservation, and procedures for handling outages.

- Cost of the product: list one time startup costs and recurring license fees or other costs.
- Any required contract terms or license agreement
- Proposer may, but is not required, to submit a list of customers currently using the product/proposed solution and references.

### **CONDITIONS OF WORK**

Final agreement(s) must be reviewed and approved by the County Attorney's office. Vendor will be responsible for all licenses, permits, fees and taxes associated with the system installation.

All hardware, network, and software installation and configuration must be performed in cooperation with County Central Services Department.

The implementation must be accomplished in a manner that minimizes disruption of County business via the Internet.

### **CONTRACTUAL OBLIGATIONS**

The successful vendor will be required to enter into a written agreement with the Skagit County in which the vendor will undertake certain obligations.

### **EVALUATION OF PROPOSALS**

Evaluation of submitted proposals will be based on the bulleted Evaluation Criteria listed below. Skagit County retains the option to request additional information regarding any of the submitted proposals including any desired demonstrations. The award will be made to the qualified respondent whose proposal is most advantageous to the County with price and other factors considered. The County may reject all proposals.

Evaluation Criteria:

- Overall functionality of the proposed software/ solution based on the desired functionality listed in the "Introduction" paragraph of this document. This is the most significant factor in evaluating the submitted proposals.
- Responses to requests for additional information submitted to the respondents including any requested product demonstrations if requested.
- Degree to which the proposed system fits existing information technology infrastructure at the Skagit County.
- Degree to which the proposed system is user friendly and easily maintained by County staff.
- Cost of the software/solution

## **PROJECT CONTACT**

Questions about the project may be directed to:

Greg Camp  
Central Services Procurement & Contract Coordinator  
1700 East College Way  
Mount Vernon, WA 98232  
[rfp@co.skagit.wa.us](mailto:rfp@co.skagit.wa.us)

## **DELIVERY OF PROPOSAL**

Each proposal must be received by the date and time set for closing receipt of offers. RFP is due no later than 3:30pm PST December 17<sup>th</sup>, 2024 electronically to [rfpproposal@co.skagit.wa.us](mailto:rfpproposal@co.skagit.wa.us) with the email subject line “Digital Strategy and Performance Management Solution Proposal.”

## **LATE PROPOSALS WILL NOT BE ACCEPTED.**

All accepted proposals and accompanying documentation will become the property of the Skagit County and may not be returned. Vendors should be aware that because of Public Records Laws, we may not be able to hold information you provide in your responses as confidential. Language inserted into a response by any vendor attempting to protect information as confidential should be aware that confidentiality will be enforced to the extent allowed by Washington State Public Records laws.

Skagit County assumes no responsibility for delays caused by any delivery service. Receipt of vendor response by Skagit County must not exceed the date and time stated above.

## **ACCEPTANCE**

Submission of any proposal indicates acceptance of the conditions contained in the RFP.